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August 12, 2005 Volume 27 Number 32 www.processor.com



# Avtech: A Company To Watch

#### A Proactive Approach To Environmental Monitoring

by Ericka Chickowski

**AVTECH MAY VERY** well be the biggest small company you've never heard of. Working

with approximately 70 people worldwide, the firm produces computer environmental monitoring hardware and software for 80% of the Fortune 500 companies. And yet, companies that have never experienced a data room disaster have rarely heard of Avtech.

"People aren't looking for these solutions until they have a problem," says Avtech founder Michael Sigourney. "If you think about it, you usually don't look for a dentist until you have a

toothache. Unfortunately, it is the same way in our field."

Sigourney says that nearly 80% of new customer purchases occur about two weeks



after these businesses have dealt with a disaster. He says this comes down to a reactive attitude inculcated into IT culture over the years. Rather than discussing disaster prevention, most experts and analysts focus on disaster recovery. But once something happens, it's clear that it is much preferable to prevent than to recover.

"Recovery means reacting after the event," Sigourney says. "After a disaster, management will say, 'We can't afford to have this happen again. You must deal with this before it happens."

#### **Explosive Growth**

Avtech has survived where others have fizzled out. But unlike other long-running companies that survived the dot-com crash, it didn't explode with growth until recently, it hasn't been bought out by the big guys, and its market hasn't plateaued. In fact, last year the company increased sales by 500%, and it expects to top that growth rate this year.

Sigourney says the sudden surge in sales has a lot to do with a slowly developed product base that is finally gaining traction now that the market is ready to adopt en masse.

"Sensitivity to downtime has made this

an area that must be addressed," he says, explaining that his niche is on the cusp of a huge upswing. "Now that we are 25 years into professionally run data centers, people are finally starting to learn that it is kind of silly to deal with these things after the fact."

#### **PageR Beginnings**

When Avtech opened its doors in 1988, it began with the software that would become what is *Go to Page 10, Column 1* 

## Purchasing Cable

#### Don't Skimp On Your Cabling

by Sixto Ortiz

CABLING IS SOMETHING you don't worry about much, especially when you're focused on upgrading your servers or installing new applications. But it's important to remember that without cabling there is no information superhighway. Your data is important, and the conduit through which it travels should not be neglected. It might be

tempting to skimp on cabling to save a few bucks, but choosing the right cabling is essential to accommodating your data needs today and in the future.

Let's take a look at the options for meeting your data center cabling needs. After all, if you have a good-sized data center, you probably use hundreds of feet of cabling. Make sure you don't inadvertently cause yourself hundreds of feet of grief.

#### The Cabling Marketplace

Cabling is big business. Frank Murawski, president of FTM

By 2010 the Gigabit Ethernet cable marketplace will grow to \$2.5 billion.

Consulting, believes Gigabit Ethernet will drive growth in the cabling marketplace during the next few years. By 2010 the Gigabit Ethernet cable marketplace will grow to \$2.5 billion from 2005's projected \$782 million. Businesses will rush to Gigabit Ethernet in the coming years, thus driving the growth of this cable marketplace. In a recent column in Cabling Installation & Maintenance magazine, Murawski notes that fiberoptic cabling is projected to grow at a 31.3% rate from 2005 to 2010, eclipsing the growth rate for UTP copper cabling, which will only grow 8.4% over the same period.

#### **Choosing The Right Cabling**

A white paper published by SYSTIMAX Solutions, a

supplier of cabling infrastructure products, emphasizes the choice of network and cable types depends on the types of devices to be connected, their location, and the way in which they are to be used. According to SYSTIMAX's paper, those planning for cabling systems in new network designs must not only procure equipment that fits today's needs but also tomorrow's. After all, cabling installations can last 10 to 20 years so choosing a cabling infrastructure that grows with the data center's needs is essential.

In an article written for Cabling Installation & Maintenance, Hugo Draye, market segment manager of the infrastructure supervision group at Fluke Networks, emphasizes

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DCML is designed to do for the data center what HTML did for content and IP did for networking: to achieve interoperability and provide a way to describe both the data center environment and the policies governing its management.

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#### Who's Building New Data Centers? $\mid$ 32

Despite rumors of their demise, data centers aren't dead. In fact, new data centers and colocations are popping up all over the United States and overseas.

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#### **Product Releases** | 17

■ Cisco announced the Cisco 4400 Series WLAN Controller. ■ Gennux released eW@LL MAIL, an email messaging firewall. ■ HP announced new Fibre Attached Technology Adapted hard drives. ■ Kodak announced a new suite of services to help businesses convert paper checks into scanned images. ■ NetSupport announced NetSupport 24-7, which lets users remotely control their PCs without losing important features. ■ Swan Labs announced WANJet, an application-acceleration product.

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Corey Russman **Publication Editor** (800) 544-1264 (402) 458-4560 (direct) corey-russman@processor.com

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If you know the specific manufacturer or advertiser you're looking for, click Browse By Advertiser. If you're looking to see if a solution exists, either click Browse Processor Showcase Ads or Word/Phrase Search.

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Link directly to the two cover articles from the most recent issue, view the current issue's electronic table of contents with links to all articles, view the current issue as a PDF, or search past issues. Every article we've written is archived on the site, and most issues have a PDF version available.

#### Latest Added

You'll find links to the 10 most recent product For-Sale Listings posted from our dealers and resellers.

View some basic information about the print publication and Web site.

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August 14-19 San Diego, Calif. www.101techstrategies.com

> . . . . . ITS Gov August 17 Washington, D.C. www.itsgov.com

SHARE August 21-26 Boston, Mass.

**Business & Technology Solutions Show** August 23-24 Rosemont, III

www.share.org

www.btshow.org . . . . .

Intel Developer Forum August 23-25 San Francisco, Calif. www.intel.com/idf

#### - SEPTEMBER -

International Conference On **Enterprise Transformation** September 13-14 Washington, D.C.

www.afei.org

Common Fall 2005 Conference

September 18-22 Orlando, Fla. www.common.org

**Government Technology Conference** East 2005

September 19-22 Albany, N.Y. www.govtech.net

IT Service Management Forum Conference & Expo September 19-23

Chicago, III. www.jupiterevents.com/itsmf/fall05

**Business Process Management** Conference Series September 20-21 Washington, D.C www.brainstorm-group.com

**Business Rules Symposium Series** September 20-21

Washington, D.C. www.brainstorm-group.com

. . . . . Service-Oriented Architecture Conference Series September 20-21 Washington, D.C.

**Telecom Negotiation Conference** September 26-27 San Diego, Calif.

www.brainstorm-group.com

www.ccmi.com/conferences/negotiate Business Intelligence & Data

Warehousing Conference

September 27-29 Orlando, Fla. www.dci.com

#### - OCTOBER -

Pittsburgh ITEC 2005 October 5-6 Pittsburgh, Pa. www.goitec.com

ISECON October 6-9 New Orleans, La. www.isecon.dsu.edu

Comptel Fall 2005 Convention & Expo October 9-12 Orlando, Fla.

www.comptel.org

Data Center World-Fall October 10-12

Chicago, III. www.afcom.com . . . . .

Des Moines ITEC 2005 October 12-13 Des Moines, Iowa

www.goitec.com NASCIO Annual Conference

October 16-19 San Diego, Calif. www.nascio.org

#### MarketPlace - NEWS





#### Hackers Discover Bypass For Windows Genuine Advantage

HACKERS HAVE FOUND a way around Microsoft's Windows Genuine Advantage 1.0, the company's new antipiracy software that requires users to verify that their copy of the OS is legitimate before they are allowed to download add-ons. Only days after WGA's official release, several Web sites were posting methods for getting around it. A Microsoft spokesperson says the company is looking into the claims and will act appropriately. Microsoft estimates one in three Windows copies is pirated worldwide.

#### Nasdaq Reaches Four-Year High

U.S. TECH STOCKS ROSE on Tuesday, Aug. 3, with the help of increases in earnings from Comcast and the possibility of Microsoft raising its annual dividend. Microsoft's shares rose 3.4% to \$26.81, and shares for chipmaker Maxim Integrated Products rose 8.3% to \$45.50, which helped to push the Nasdaq to a four-year high (up 1.04%, or 22.77 points). The Dow Jones industrial average rose 0.57% (60.59 points), while the Standard & Poor's 500 Index gained 0.71% (or 8.77 points).

#### Intel Opens New Design Centers

WITH A GOAL of attracting customers in today's fastest-growing technology markets, Intel announced it will open four new design centers to tackle computer adoption hurdles. The design centers, to be located in Egypt, India, Brazil, and China, will focus on developing less-expensive products and overcoming obstacles such as dirt, weather, and unreliable electricity. Intel has hired anthropologists and demographers to gain a better understanding of these developing markets; previous efforts have already resulted in research into computers that run on car batteries and are less susceptible to dust.

#### Vista Release Date Slips

WINDOWS VISTA WILL be available during the 2006 "holiday" time frame, according to Will Poole, senior vice president of the client division of Microsoft. That's the most definite time frame announced by Microsoft yet: Previously, the company had stuck with a more general "second half of 2006" time frame. Microsoft released the first beta of Windows Vista in late July.

#### Gartner: Don't Test Vista 1

GARTNER HAS A RECOMMENDATION for companies currently using WinXP: Don't even bother to test Vista Beta 1. Michael Silver, Gartner's Microsoft expert, suggests that companies instead look for available APIs and try out the features but hold off any serious testing until at least Beta 2, which could be released by November. If your company is still running Win2000, however, Silver recommends that you spend some time testing Beta 1.

#### Microsoft Plans More Hacker Meetings

MICROSOFT WAS SO PLEASED with its two-day meeting with hackers in March that it plans to hold these "Blue Hat" meetings twice a year.

At the first Blue Hat meeting, which focused on Windows security, product developers watched as hackers exploited security holes in Windows products. Future meetings may tackle security issues in other Microsoft product lines. The company hopes to improve both product security and its reputation by reaching out to the security community. The next Blue Hat meeting is planned for the fall.

#### Open-Source Rating System

CARNEGIE MELLON UNIVERSITY, Intel, and SpikeSource, a company that tests open-source projects for corporations, have teamed up to create a rating system for evaluating opensource software. Using the Business Readiness Ratings system, users of the software score the applications and provide feedback on the software's features using the system's 12 categories. The categories include functionality, usability, quality, security, documentation, and technical support. The initiative's sponsors hope the new system will help advance opensource software in the enterprise by reducing the amount of confusion involved in testing and tweaking for the corporate environment.

#### Mozilla Creating For-Profit Subsidiary

THE MOZILLA FOUNDATION PLANS to form a subsidiary that will be for-profit in an effort to help its Firefox Web browser become more widely used. Mozilla will start charging users for support and service, which would not work with the original nonprofit model. The new entity will be called Mozilla Corp. and will be led by Mitchell Baker, who has worked as a Netscape lawyer and also led the Mozilla Foundation. She emphasizes that the aim of the new subsidiary will be on furthering the foundation's goals, not on shareholder returns.

#### Cybercrime Losses Down

THE AVERAGE TOTAL DOLLAR amount lost because of a security breach is down 61% from last year, according to the Computer Security Institute's 10th annual Computer Crime And Security Survey. The average loss reported this year was \$204,000, compared to \$526,000 last year. Viruses continued to be the greatest source of financial loss, followed by unauthorized access, accounting for 32% and 24% of all losses, respectively. Companies are still concerned over the negative publicity surrounding computer intrusions: The number of organizations reporting computer intrusions to law enforcement continued its downward trend.

#### Microsoft Plans For Growth

AT MICROSOFT'S ANNUAL financial analysts meeting, CEO Steve Ballmer announced that the company plans to increase investment in the enterprise-class products it offers, including releasing a professional version of the upcoming Windows Vista, a more expensive, higher-end version of Microsoft Office, and an Office server. Ballmer also said the company is developing server and tools offerings aimed at the high-end technical computing market. In addition, the software giant is transitioning to become more of a services-based company, including reorganizing its support and customer services sectors.

#### Symantec Reports Strong Numbers

SYMANTEC ANNOUNCED ITS revenue for the quarter ended July 1 totaled \$700 million, which is 26% higher than last year's figure. Its earnings per share jumped 11 cents from 16 cents a share last year at this time to 27 cents a share. CEO John Thompson announced that despite this robust growth, the company is lowering its projections for the rest of the year, taking into account factors such as the company's recent decision to repurchase stock, a weaker U.S. dollar, and the upcoming transition Symantec plans to make to adopt a software-as-a-service model.

#### United States Leads In Semiconductor Sales

THE UNITED STATES ACCOUNTS for 40.2% of new global semiconductor sales, but China is becoming an increasingly large force in the market, generating 14.8% of sales—slightly behind Japan's 15.5%, according to a report by iSuppli. Taiwan was in fourth place, accounting for 10.1% of the market. A lack of experienced chip designers in China has caused a slow market growth in that country, but the Chinese market is expected to grow at double-digit rates for the next two years as more manufacturers move production to the country. ISuppli estimates that the China, Hong Kong, and Taiwan region will surpass Japan in semiconductor sales next year.

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	July 27 \$	August 3 \$	% change from previous week
Avaya	AV	\$13.86	\$10.50	\$10.20	<b>▼</b> 2.86%
BEA Systems	BEAS	\$6.42	\$9.06	\$9.54	▲ 5.3%
Computer Associates	CA	\$24.41	\$29.17	\$27.62	▼ 5.31%
Cisco Systems	CSCO	\$21.12	\$19.18	\$19.54	<b>▲</b> 1.88%
Dell	DELL	\$35.30	\$41.36	\$40.53	▼ 2.01%
Electronic Data Systems	EDS	\$17.59	\$19.71	\$21.29	▲ 8.02%
Google	GOOG	N/A	\$296.93	\$297.23	▲ 0.1%
HP	HPQ	\$20.44	\$24.78	\$24.61	▼ 0.69%
IBM	IBM	\$85.97	\$83.87	\$84.06	▲ 0.23%
Intel	INTC	\$23.97	\$27.06	\$27.64	<b>▲</b> 2.14%
McAfee	MFE	\$17.94	\$28.90	\$29.60	<b>▲</b> 2.42%
Microsoft	MSFT	\$28.06	\$25.72	\$27.25	▲ 5.95%
Oracle	ORCL	\$10.84	\$13.84	\$13.38	▼ 3.32%
Red Hat Software	RHAT	\$15.90	\$15.39	\$15.11	▼ 1.82%
Sun Microsystems	SUNW	\$3.84	\$3.87	\$3.81	▼ 1.55%
Symantec	SYMC	N/A	\$23.30	\$22.08	▼ 5.24%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions

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**Editorial Staff** 131 W. Grand Drive • Lincoln, NE 68521 editor@processor.com

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#### BUYERS' GUIDE

#### MARKET WATCH

### The Latest In Environmental Controllers & Sensors

#### A Rundown Of Leaders **In The Industry**

by Sandra Kay Miller

LACK OF CONTROL and monitoring of a data center's physical conditions can abbreviate the lifespan of computer equipment or worse, cause intermittent faults and in extreme cases catastrophic failure.

The cost in time, money, and lost business productivity can be considerable. According to The Wall Street Journal, it costs the average Fortune 500 corporation \$50,000 per minute of downtime. With numbers like those, it pays to have controls and sensors in place, especially for monitoring cooling and heating systems because HVAC failures are the No. 1 environmental cause for data center downtime.

Bob Douglass, vice president of sales and marketing for Sensa-

**SNAPSHOT** 



#### **SNAPSHOT**

#### **Avtech Room Alert**

7E: \$595; 2S: \$1,295; 2E: \$1,995

Hardware and software solution for remotely monitoring physical conditions in the data center using any WinNT/ 2000/XP/2003 workstation or server

www.Processor.com/AVTECH2

has brought about system and network failure. "As the world becomes more dependent on com-

> puterized and networked systems, it's more important than ever to keep them up and running," says Douglass.

#### **Substantial Growth**

Environmental controllers and sensors for IT are still considered a niche market by some of the vendors

themselves. However, the growing trend for the convergence of IT and physical security has resulted in sudden growth since 1991. Forrester Research estimates that spending on projects in North America and Europe will exceed \$1.1 billion this year alone.

Peter Poulin, vice president of business development at NetBotz, a leading vendor in this market, agrees with Forrester's predictions for explosive growth, due to the maturity of the overall IT security market. "As the ubiquity of computer systems and networks increased, people responded to threats with things like fireruption, or HVAC problem that walls, IDS, and antivirus, but they

completely overlooked the physical security," explains Poulin.

A number of reasons are driving the convergence of IT and physical security. Based on Forrester's recent survey of 200 technology professionals, 46% responded that they had combined physical and IT security for a comprehensive defense, while 33% named regulatory compliance as their driving factor.

Taking a closer look at products from leading manufacturers, such as Avtech, NetBotz, Rackit, RLE, Sensaphone and Uptime, it is easy to see why the convergence is occur-

#### **Solution Options**

ring—Ethernet.

Network connectivity has created a significant shift in the way environmental sensors and controllers function. The two major shifts are the delivery methods of sensor alarms and how the collected data from the sensors is collected, distilled, and utilized.

Sensors can generate more types of notification to alarms than ever before. The IP-based NetBotz management and monitoring devices can deliver notifications through email, SNMP, text messaging, FTP, HTTP, and Web services, which contain graphs and images.

Avtech's Room Alert 7E includes a built-in Web server to which IT managers can log into from anywhere on the network.

#### **SNAPSHOT**

#### **RLE Falcon**

Falcon Lite II starts at \$995; Falcon FMS starts at \$2,195

Combines monitoring, multiprotocol alarm notification, control, and data logging into a single appliance that can operate as a standalone system or integrate into the network

www.Processor.com/RLE2

Room Alert also delivers alerts via email, email-to-SMS, SNMP traps, and Web page updates.

The Falcon Monitoring system from RLE offers multiprotocol notification through numeric or alphanumeric paging, text messaging to cell phone or pager, email, SNMP traps, BACnet, and Modbus.

Digital video, as well as audio, is being integrated into environmental monitoring systems, such as NetBotz add-on Camera Pod and Rackit's Clymit 200. Uptime's SensorHubs support

automated network cameras (including audio) in conjunction with its monitoring software, Trap-Snap, that can capture and send information as soon as an alarm is triggered, such as when a door is opened or smoke or water is detected.

In addition to monitoring critical environmental conditions, such as temperature, humidity, smoke, sound level, motion, water, intrusion, and power outages, Sensaphone's ISM-4000 is capable of checking the availability of 64 different IP addresses, such as

#### **SNAPSHOT**

#### **Uptime Devices SensorHub**

SH-2: \$395; SH-2 Plus: \$495; and SHPro: \$895

Flexible monitoring of temperature, humidity, water levels, voltage, room security, and constant airflow

www.Processor.com/Uptime

#### **Be More Proactive**

Both Douglass and Poulin have observed over the last five years

> a marked increase in organizations' budgeting, especially in the financial and highereducation institutions, for proactive monitoring of their physical IT

environment to ward off non-IT related threats, such as damage from water, fire, and HVAC failures. Poulin pointed out that many existing network, power, and HVAC systems have begun adding networked sensing and controls to their products; however, customers often opt for standalone systems.

The Clymit 200, Falcon, and Room Alert all function as standalone monitoring devices, or they can be hooked onto the network for more robust reporting and management capabilities.

Many people believe that comprehensive environmental monitoring systems such as these are only for large organizations that can afford them, while others are completely unaware of their availability. "75% of our customers didn't know that these products even existed until they purchased our system," says Douglass.

Each one of these solutions is an affordable option compared to

#### **SNAPSHOT**

#### **Rackit Clymit 200**

External threat detection system that ships with five internal sensors with expansion capabilities to monitor eight additional external factors

www.rackittechnology.com

network links, routers, printers, and servers. A true enterprise-class monitoring solution, Sensaphone can support up to 32 networked ISM-4000 modes, bringing the tally of monitoring up to 256 sensors and over 2,000 unique IP addresses. A modem/voice interface provides information about network events and environmental problems through the telephone lines, so if the network would fail, the system would still be accessible. Additionally, voice status reports of the ISM-4000 are available via telephone when data center managers can't

check on the system through the Webbased centralized management system.

Maturation in the environmental monitoring space has brought about the combination of controllers and sensors with event correlation software using policy engines. "There are lots of legacy sensors out there for acquiring data," says Poulin. "However, the key is to aggregate that data into a common format and apply policy through a centralized management system." Poulin believes the real value of today's sensors and controllers is not the hardware itself but using the data it collects to automatically drive actions within the environment. Such actions could be graceful shutdowns of critical equipment or the immediate engagement of threat remediation systems, such as backup HVAC, sump pumps, and additional ventilation.



#### Sensaphone IMS-4000

Enterprise-class system monitoring up to eight environmental conditions, power in 32 separate locations, and the availability of up to 64 IP addresses on the network

www.Processor.com/sensaphone

the potential loss data centers suffer when they are offline. As more organizations move toward integrating their physical monitoring with IT, the demand for these products will continue to grow.

To see *Processor* Showcase advertisements for products in this category, look for the Physical Infrastructure ads in yellow.

#### **Buying Tips**

NetBotz

\$1,999

NetBotz 320: \$1,299; NetBotz 420:

Actively monitors environmental condi-

phone, says from his experience most organizations don't think

about environmental sensors and

controllers until after they have

had a water leak, power inter-

www.Processor.com/NetBotz

tions as well as visual and audio over

IP networks through a centralized,

Web-enabled management center

These tips will help you decide what types of environment controllers and sensors are right for your organization.

- Make certain the environmental sensors and controls will integrate with existing infrastructure.
- · Choose sensors with thresholds that will function even when faced with the possible peak input from your particular environments.
- · Plan for scalability by making sure the product is expandable to your pro-
- If there are any unique conditions specific to your environment (dust, vapors, etc.), understand their impact on the sensors and controllers.
- Look for multiprotocol network notification such as numeric or alphanumeric paging, text messaging, email, SNMP traps, BACnet, and Modbus. Modem and POTS line alerting in case of network failure adds an extra layer of redundancy.
- Select the sensor or controller based on the type of signal (analog or digital) that will best fill both budget and requirements. Don't forget about signal security.



The *Processor* Showcase section features new products and services available from hot new manufacturers, as well as the old standbys. It's an easy way to compare products and discover new technologies and solutions, so refer to it for all your buying decisions.

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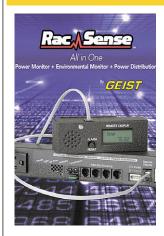
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### Barracuda Networks **Focuses On Protection**

#### **Powerful, Enterprise-Class Security Solutions For SMEs**

by Douglas Schweitzer, Sc.D.

UNFORTUNATELY, EMAIL'S efficiency and convenience may fall victim to exploits via spam. In fact, according to Postini, a leading provider of email security and management, roughly 81% of all email traffic is composed of spam. That percentage is based on email processed in May 2005 for Postini users with spam filtering enabled. The Barracuda Networks Web site reports that "according to predictions by industry analysts, a third of your inbox will be spam by the end of the year, if not already."

Even more unsettling: Today's spam is usually fraudulent in nature. The heavier burdens placed on ISPs as a result of the excess email traffic result in increased costs that are then passed on to subscribers, both business and consumer. Spam and viruses are a sore point for any organization no matter what the size. Many industry experts predict that the total volume of spam email worldwide will reach 50 billion messages a day. Spam is no longer simply a produc-

tivity issue. We have seen spam carrying viruses and other threats, all the while steadily increasing the payloads. This clearly makes spam a potentially devastating security threat to any network.

#### Spam, Phishing & Viruses

Phishing has evolved to become another menace in today's sinister email scams. When a staffer receives an email message seemingly sent from a colleague, he is apt to accept it as valid because it seems harmless and/or because it appears to involve official office concerns (for instance, "Hi! I've attached a copy of what we discussed after the meeting"). Unfortunately, a virus or Trojan horse sometimes hitches a ride in those bogus attachments. On the other side of the spectrum, employees may be conned into revealing confidential information (such as passwords) that could be used to breach the system.

Dean Drako, president and CEO of Barracuda, says, "In the two and a half years that Barracuda



Networks has been in business, we have provided spam and virus protection to more than 20,000 organizations around the world with our award-winning Barracuda Spam Firewall product line."

This Barracuda product is installed (usually in less than five minutes) in front of the email server. The firewall offers protection against new spam and virus variants, updating every hour. What makes this product different from the competition is its ability to defend on many fronts, such as DoS and security protection, IP block list, rate control, virus check with archive decompression, proprietary virus check, user specified rules, spam fingerprint check, intent analysis, spam rule-based scoring, and Bayesian analysis.

Drako says the entire Barracuda Spam Firewall line features simultaneous in-bound and outbound email filtering. with the inclusion of sophisticated outbound email filtering techniques such as rate controls. domain restrictions, user authentication (SASL), keyword and attachment blocking, dual-layer virus

blocking, and remote user support for outbound email filtering.

"The Barracuda Spam Firewall's layered approach minimizes the processing of each email, which yields the performance required to process millions of messages per day. Unlike software solutions, the Barracuda Spam Firewall reduces the load placed on the email server by off-loading both spam and virus filtering," says Drako.

#### The Spyware Front

In addition to Barracuda's inroads in email security, it's also focusing on spyware. Industry analysts have estimated that over 90% of all computers connected to the Internet are infected with spyware. Spyware is not classified as a virus; hence, antivirus programs do not block it. Specific tools are required to identify, target, and remove spyware.

Spyware tops the list of greatest security risks for many organizations; customers are turning to Barracuda because they want solutions that are powerful and easy to use, yet still affordable. From what the company calls Barracuda Central (Barracuda Networks' operations center), engineers perpetually keep an eye on the Internet for new developments in spam and virus attacks. If you've installed the Barracuda Spam Firewall, it will automatically retrieve updates to counter virus attacks, leaving your employees free to carry out other duties.

Drako says, "Barracuda Networks' mission is to provide powerful, enterprise-class solutions that are suitable for the largest of businesses, yet have the ease of use and affordability that smaller businesses demand." P

#### **Just The Facts**

Company: Barracuda Networks

Location: Mountain View, Calif.

Web site: www.barracuda networks.com

Founded: December 2002

Founders: Dean Drako, president and CEO; Michael Perone, vice president of marketing; Zach Levow, vice president of engineering

Financial data: Privately held company; does not disclose financial information



#### California Branch

City of Industry, CA 91748 Tel: 626.581.4300 Email: info@aicipc.com URL: http://www.aicipc.com

#### New Jersey Branch

11 Melanie Lane, Unit #20 East Hanover, NJ 07936 Tel: 973.884.8886 Email: info@aicipc.com URL: http://www.aicipc.com

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#### **Avtech: A Company To Watch**

Continued from Page 1 called PageR Enterprise today. The first iterations offered simple environmental monitoring tools for a small number of devices and platforms. As the years went by, the software evolved to include a growing list of features and began supporting nearly every manufacturer and vendor found in the data center marketplace.

Starting at \$695 for a 20-object enterprise, PageR Enterprise is an agentless application that offers environmental monitoring, server and power crash detections, Web page monitoring, and monitoring of legacy systems. The application can take automatic corrective action according to parameters the user specifies and provides for automatic contact via cell phone, pager, email, and SMS when an event occurs and when it ends.

#### **Room Alert Options**

PageR Enterprise is only one piece of the Avtech puzzle. The company also manufactures Room Alert, a line of plug-andplay computer room monitoring sensor devices that are simple to use. The line consists of three models. Starting at \$595, Room Alert 7E comes with one built-in temperature sensor and three additional remote temperature sensors that can be monitored from 100 feet away from the box. Additional sensors are available to monitor power, smoke, room entry, and panic buttons.

Starting at \$1,295, Room Alert 2E is a rack-mountable device that comes with built-in temperature sensor, humidity sensor, flood/water sensor, power sensor, and three open channels for additional sensors. The Room Alert 2S offers all the same built-in sensors as the 2E, with the addition of a smoke and fire sensor. It comes with two open channels for additional sensors and starts at \$1,995.

The company not only designs the software that runs these devices, it also designs

PageR Enterprise to work in concert with each of them. This total package is what helps Avtech dominate the niche. "We have a very strong position because we are the only hardware manufacturer that also develops and understands the software at this level," Sigourney says. "By bundling these two things together, nobody can compete."

#### **TemPagR Solution**

Avtech rounds out its hardware offerings with an affordable device called TemPagR. This simple piece of hardware lets managers use up to four temperature sensors to monitor devices up to 100 feet from the box and is offered for \$295.

"We sell that all day long like Mc-Donald's French fries," Sigourney says. "And with each one of these little boxes we include a limited copy of our PageR Enterprise—we like to think of it as the Happy Meal."

Once managers give this free trial a whirl, Sigourney says they quickly learn that they can't live without it. By the time the trial is up, most are ready to sign up for the real deal.

The company has also ensured its longterm success by developing a sustainable income model. "We believe that we are the world's leader in this field," Sigourney says. "Unfortunately, firms like Gartner don't research our niche, so there is no hard data. But I will tell you that when we go head to head with a competitor, we don't lose very many sales." 🔻

#### **Just The Facts**

Company: Avtech Software Location: Newport, R.I.

Web site: www.avtech.com

Founded: 1988

Founder: Michael Sigourney

Financial data: Last year, Avtech grew by over 500%. This year the company expects even more dramatic growth of up to 2,500%.

#### **Purchasing Cable**

Continued from Page 1 that a documented warranty based on testing conducted according to industry standards is essential to prove that all installed links in a cabling system deliver the required performance. Testing against industry standards such as the Telecommunications Industry Association's TIA/EIA-568-B provides the certification testing documenting that installed cabling meets cabling performance standards.

For example, if you've purchased Category 5e cabling, which provides a 100MHz communication channel, it's important to verify that a cabling contractor's installation did not inadvertently

do anything that could affect performance, writes Drayer. There are two elements to any cabling installation, he adds: the manufacturer's ability to deliver products that meet system and quality standards and the contractor's obligation to provide a quality cabling installation that doesn't hamper performance. All cabling links, Drayer says, should be tested to ensure performance is consistent throughout the network.

#### Cable Quality Does Matter

Cabling quality matters for data integrity and reliability. Using cheaper cabling may result in higher data error rates, which in turn leads to more frequent retransmission of data and to delays in data transfers. These types of errors can be particularly damaging for applications such as voice and video, which require both data accuracy and timeliness. Data cabling manufactured to more exacting quality standards can decrease error rates and ensure that data transmission speeds and accuracy remain consistently high.

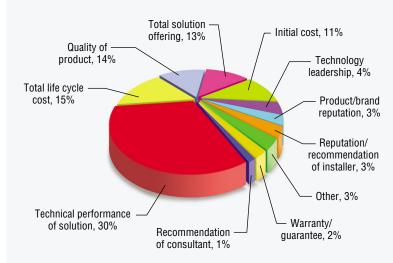
As LAN data speeds ramp up into the gigabits per second range, the importance of reliable and accurate network data transmission is amplified. A survey commissioned by SYSTIMAX Solutions reveals that even though standards are still in development, 16% of respondents said they would install Augmented Category 6A cabling to support new 10Gbps copper cabling infrastructure. This data supports the fact that many IT managers are choosing higher quality cabling to accommodate the growing adoption of Gigabit Ethernet.

Here's an interesting fact: 30% of respondents chose Technical Performance Of The Solution as the reason behind their choice of cabling infrastructure. Data center administrators are clearly thinking about the cabling infrastructure as an asset whose performance must be considered and maximized and not simply as a sunk network upgrade cost.

Total Life Cycle Cost and Quality Of Product were also rated

#### **What Drives Cable Installations?**

According to survey respondents in a survey commissioned by SYSTIMAX Solutions, most responders look to the technical performance of a cabling solution and the life cycle cost as the top drivers for a cabling investment decision. Quality of the product and the total solution offering are also ranked as important factors.



Percentage does not add up to 100% due to rounding.

Source: Meeting The Network Connectivity Challenge, SYSTIMAX Solutions, March 2005

highly by 15% and 14% of respondents, respectively. This show data center managers are emphasizing both product quality and a longterm investment horizon for their cabling infrastructure decisions.

#### Cabling For Tomorrow

The continuing demand for everincreasing bandwidth shows no signs of letting up. New business applications that integrate bandwidth hungry multimedia content—think videoconferencing or Web-based training—require the best possible data link to guarantee the required results. Maximizing bandwidth requires consideration beyond networking equipment such as switches, routers, servers, and other hardware. The cabling infrastructure that provides the conduit through which data flows is also critical. Choosing the right cabling infrastructure, even if it means paying a bit more upfront, will provide your data center with years of trouble-free operation.

#### **Tips For Purchasing Cable**

Here are a few important things to keep in mind as you set out to buy cable for your company.

Specs matter. Make sure the cabling you purchase is suitable for the intended application. And, make sure the cable is suitable for any future applications.

Don't forget the contractor. Check your installation contractor's credentials and references before the job starts.

Quality matters. Look for high-quality manufacturers, even if it means a slightly higher price.

Test, test, and test! When the installation is complete, be sure to test all links to ensure cable specifications are met.

Placement is key. Make sure you allocate appropriate spacing in your data center infrastructure for cabling runs. Remember, lots of cabling under your data center flooring can impede cooling.

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Page 11

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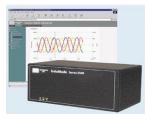


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# IMlogic Stays A Step Ahead Of Attackers

#### New Technology To Lock Down Instant Messaging

by Elizabeth Millard

ONCE CONSIDERED A SAFE haven for Internet users, instant messaging has been the subject of numerous attacks in the past year, and the threat is growing.

According to IMlogic, there were only 20 IM attacks in 2004, compared to 541 in the second quarter of 2005 alone. About 70% of the attacks targeted public IM networks, with the other 30% focusing on enterprises, the

security, we felt that an appliance would round out what we offer," says IMlogic Chief Technology Officer Jon Sakoda. "That way, companies have a choice of how they want to approach the issue."

#### **Unique Attributes**

IMlogic's appliance is unique in the market for two main reasons: It has automated updates, and it is easy to simply plug it in and gain instant and security device, the Akonix L7 CM5000, which also comes with preloaded software, operating system, and settings.

Given the growing prevalence of IM-related threats, it is likely that more appliances and applications will appear in the near future that take on the problem. "About 90% of organizations use IM, but less than 10% are managing it," says Sakoda. "That's like having your employees surf the Internet without installing any firewalls. You're just asking for very bad things to happen."

Small enterprises should include IM security in their overall security strategies, even if they think that IM is not being used at their companies. Many firms have enacted a ban on IM usage only to discover that employees are using it covertly to chat with friends or have IM applications on mobile devices that are subsequently plugged into the company's network. Using an appliance such as the ETX 5000 or similar software can reduce threats, Sakoda believes. He says, "Ignoring IM issues while securing every other part of your network is like locking all the windows and leaving your front door open."



company noted. To help businesses stay safe and still be able to use instant messaging, IMlogic has developed an appliance, the ETX 5000, that has the same features as the company's IM management software but is easier to use and manage.

#### Plug & Play

The ETX 5000 was produced in conjunction with Enable Technologies and is designed to work with Microsoft's Live Communications Server 2005. The software that comes preconfigured in the appliance uses automatic updates through a link back to IMlogic to keep ahead of quickly changing threats.

**Just The Facts** 

Location: Waltham, Mass.

Web site: www.imlogic.com

Founder: Francis deSouza

Financial data: Privately held

The appliance provides several

layers of security and management,

according to IMlogic, letting customers

block actions, such as file transfers

over IM, or scan incoming files. To

track trends the ETX 5000 provides

logging, monitoring, auditing, and

archiving of IM conversations, which

can be a boon for regulation compli-

hosted solution in place to tackle IM

"Because we have software and a

ance as well as security.

Company: IMlogic

Founded: 2001

already to go back to IMlogic regularly for updates, and many people find that comforting, that they don't have to worry about setting those configurations themselves," says Sakoda.

security. "The ETX is configured

Small companies in particular tend to prefer the appliance over the company's software, says Sakoda, because they usually have smaller IT staffs and don't want to deal with yet another software install. Companies with more IT resources don't mind tinkering with the configuration necessary for a product such as the IMlogic IM Manager.

"The bigger you are, the more likely it is that you'll manage and configure software yourself because you'll have a complicated, multivendor environment," Sakoda notes. "That's why an appliance fits in nicely at a smaller company."

Sakoda does add that companies yearning for software over an appliance may want to check out the IM Manager for the SMB, which was built specifically for smaller enterprises. Like its larger kin, the SMB-focused application has platform flexibility so it can run on Windows or Linux, with support for SQL Server, MSDE, and Oracle databases.

For easier deployment among small to medium-sized enterprises in particular, IMlogic has included a prepackaged version of MSDE to help support fast deployment and get companies up and running on the program quickly.

#### **Deep Need**

The ETX was unveiled about the same time as another IM management

#### Threat Matrix

Here are recent findings from the IMlogic Threat Center for the second quarter of 2005.

- 2,747% increase in reported incidents of new IM and P2P viruses, worms, and malicious code including SPIM/malware
- 541 unique IM and P2P threats, including IM-specific attacks and blended threats, which target IM and P2P applications
- 86% of reported incidents include IM worm propagation; 13% are known to hijack IM file transfer capability to deliver viruses; 1% of reported incidents utilize known client vulnerabilities or exploits
- 66% of reported incidents over IM networks targeted the MSN Messenger Client, Windows Messenger Client, and MSN Network
- 7% of reported incidents over IM networks targeted the Yahoo! Messenger Client and Yahoo! Messenger Network
- 27% of reported incidents over IM networks targeted the AOL Instant Messenger Client, AOL Instant Messenger Network, ICQ Client, and ICQ Network

## Breakthrough Technology At AirGo Networks

#### **Leading The Way With MIMO Chipsets, Software & Support**

by Will Kelly

WIRELESS CONNECTIVITY IS becoming a technology requirement for many small to medium-sized enterprises as users demand the freedom of moving untethered with their laptops from a network connection to meeting rooms and other workspaces. MIMO (Multiple Input Multiple Output) wireless technology is an attractive next-generation wireless technology for SMEs because its performance goes beyond Wi-Fi a/b/g.

A company to watch if you are researching MIMO for integration into your SME is AirGo Networks, a leader in MIMO technology development. This semiconductor company developed the world's first MIMO-OFDM chipset offering improved throughput, range, and reliability in Wi-Fi a/b/g modes. AirGo engineering and technology happens on the product level with its chipsets, reference designs, and software powering MIMO offerings from a number of mass-market wireless router and laptop OEMs.

As SMEs look to wireless technologies, MIMO is a compelling option because many wireless networking solutions don't have the sufficient range to cover some facilities. 802.11 technologies use a single radio with radio waves that bounce off walls and then scatter into the air, causing echoes. When the echoes become too loud, the radio gives up, dropping the wireless signal. MIMO wireless devices use multiple radios

#### **AirGo Networks Products**

IT managers can find AirGoengineered MIMO technology in products labeled "AirGo True MIMO," including routers from Linksys (40% of the retail market for wireless routers), Netgear, and Belkin. Samsung X20 and X25 laptop models also carry the "AirGo True MIMO" label. In time, you can be certain to see "AirGo True MIMO" on other product lines.

The AirGo Networks product line spans chipsets with Baseband/MAC



processors and RF transceivers and flexible standards to manufacturing-ready product designs, including PC Card 32bit Cardbus, MiniPCI, PCI, and Access Points for precertification for FCC, Wi-Fi, and Microsoft WHQL standards. AirGo also produces software, including comprehensive manufacturing test support facilities; turn-key Windows NDIS drivers; customizable, full-featured client application utilities; and system software. Its reference designs include "True

## As SMEs look to wireless technologies, MIMO is a compelling option because many wireless networking solutions don't have the sufficient range to cover some facilities.

that leverage those echoes and use two to three radios to rebuild signals and maintain wireless connections over greater distances.

Dave Borison, director of product marketing for AirGo, says, "AirGo Networks is doing something really breakthrough with MIMO because multiple radios dramatically improve wireless throughput, range, and signal quality." He further emphasizes the advantages of MIMO's multiple radios for SMEs wanting to improve their internal customer's wireless experience.

MIMO" solutions and midrange "True G" and "True AG" wireless solutions.

A support program backs up AirGo products where AirGo engineers and technical staff work with the company implementing its technological designs.

#### AirGo Networks Products Meet The SME

Deploying MIMO in your SME doesn't mean you have to cannibalize all your laptops and wireless routers because of a technology upgrade. Even placing a MIMO device on one side of the connection provides performance

enhancements. MIMO chipsets from AirGo are fully compatible with 802.11a/b/g devices with no performance degradation. For example, if you swap out your SME's 802.11 wireless routers for MIMO routers, your wireless users will see an improvement even if their laptops aren't sporting MIMO wireless cards.

The compelling single-sided performance gains from true MIMO include wireless reception on three antennas offering a 3dB to 5dB minimum gain over switched Rx antenna diversity.

MIMO preserves precious bandwidth because the wireless radio turns on and off quickly with each transmission, thus saving bandwidth. Power

consumption on laptops and routers using MIMO is lower than their Wi-Fi cousins.

From a support and management perspective, MIMO technology from AirGo is going to be nearly transparent for users and administrators, except, of course, for the noticeable performance enhancements over 802.11 routers and faster file transfers.

In addition, next-generation technology options open with MIMO, including VoIP over Wi-Fi and video because of MIMO's performance improvements.

#### AirGo Networks & MIMO

AirGo resists being pigeon-holed as an 802.11 N company because of its focus on delivering MIMO radios to benefit standard wireless products.

According to Borison, AirGo is poised for growth in new markets. He says, "We have roadmaps for performance and cost to help maintain our leadership." So AirGo Networks has plans in place to build upon its leadership in the MIMO space.

Adding MIMO to your enterprise can enhance your internal customer's wireless experience in terms of efficiency, throughput, and performance, which make MIMO an important technology to watch as it gains a strong foothold in SOHO wireless routers and eventually even full-blown enterprise class wireless routers for SMEs.

#### **Just The Facts**

Company: AirGo Networks

Location: Palo Alto, Calif.

Web site: www.airgonetworks.com

Founded: January 2001

**Founders:** Greg Raleigh, president and CEO, and VK Jones, chief scientist and executive director of communication system engineering

**Financial data:** \$132 million in venture capitalist funding from Accel Partners, Sevin Rosen, OVP, Oak, BlueRun, and Maritach

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- SNMP slot ready for web-based remote management



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APC's new Smart-UPS SC line provides users with "best price" protection & management for entry-level servers, voice & data networks. The Smart-UPS line of uninterruptible power supplies includes 1U & 2U rack-mountable models as well as dedicated tower models ranging in capacity from 250VA to 1500VA. Comes with a two-year warranty and lifetime \$150,000 equipment protection policy.



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**August 12, 2005** 

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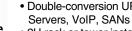
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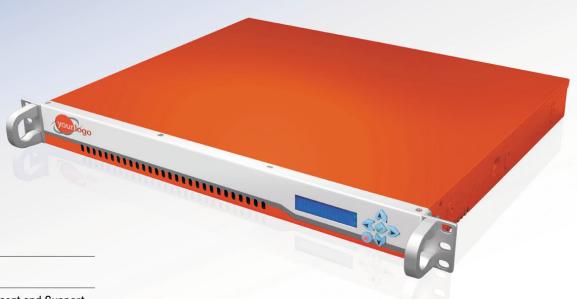
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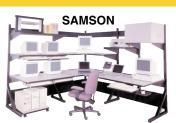
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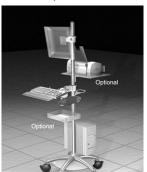
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The Procyon Web Caching Appliance offers security, reliability, and flexibility by leveraging the power of Open Source Software. Combining a tightly integrated hardware platform with an easy-to-use GUI and proven software components, the Procyon is an affordable and powerful caching solution for ISPs, small business, enterprise and education environments. More info: processor.com/swell

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The WAP Gateway acts as a bridge between the Internet world and the mobile world and offers services such as end-user authentication, encoding of WML pages, and WML script compiling. WAP uses the underlying Web structure to render more efficient communication between content providers and mobile devices. The wireless protocol employs Wireless Markup Language (WML) for application contents instead of Hypertext Markup Language (HTML).

An important feature of WAP is the support of telephony service integrated with microbrowsing of data. aveAccess WAP Gateway acts as a proxy between the wireless network and the Internet while encoding WAP data into byte code to conserve bandwidth.



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The PowerLink Pro100™ creates multi-homed networks without BGP to eliminate link congestion and bottlenecks for fault tolerant connectivity and continuous service availability. Key benefits include:

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2 x 10/100 WAN Ports • 4-Port 10/100 Switch



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#### **Product** Releases

#### **COMMUNICATIONS**

#### **Content Networking**

■ Swan Labs announced WANJet, an application-acceleration product that includes WAN-optimization technology for rates of 64Kbps to 622Mbps. The WANJet increases overall network speeds and improves performance of individual programs. The WANJet is based on Session Matrix Architecture (OSI Layer 5), which improves network and application efficiency over a wireless network.

#### Telephony

■ GN Netcom released a new wireless headset, the GN 9120 LR, which boasts a 100foot range and 64-bit encryption. It boosts security with a 2.4GHz Frequency Hopping Spread Spectrum feature that supports multiline PBX systems and standard cord telephones. The device has a Smart Power Management feature that lets it extend headset battery life by regulating signal strength. Volume and answering controls are housed in the SureFit headset. The rechargeable headset lasts for up to four hours.

#### Wireless

■ Cisco Systems announced the Cisco 4400 Series Wireless Local Area Network Controller, which can manage as many as 100 wireless access points. The 4402 model comes with two Gigabit Ethernet ports and handles up to 50 access points. The 4404 features four Gigabit Ethernet ports and supports up to 100 access points. The two new controllers are designed for large deployments and include embedded software for real-time radio frequency management, wireless intrusion protection, mobility, and quality of service functions.

#### **END NODES**

#### Components

- IOtech announced the DaqBoard/3000 series, a new line of PCI data acquisition boards. The series features a 16-bit, 1MHz A/D converter and eight differential or 16 single-ended analog inputs, which are expandable up to 64 single-ended or 32 differential-ended analog inputs. The series also features seven analog input ranges, which you can program from 100mV to 10V. The series comes with the DaqView Out-of-the-Box software and drivers for DASYLab, MATLAB, and LabVIEW and support for Visual Studio and Visual Studio .NET. . . . . .
- Molex International announced the iPass Interconnect System, which supports multilane internal and external systems that use SAS and SATA connections. External product features include an SMT host connector, which includes a basic connector interface that supports speeds up to 10Gbps. The product also features a cable assembly designed to reduce crosstalk and yield improved signal integrity for storage applications. The internal version features an SMT host connector with a hood kit that comes with tape and reel packaging for robotic processing.
- Western Digital announced what it calls the "world's most reliable 7,200rpm enterprise SATA drive," the Caviar RE2 (RAID Edition). The 400GB drive (\$289, model WD4000YR) comes with a 1.2 million-hour MTBF rating. The new Caviar RE2 also carries a five-year warranty, RAFF (Rotary Accelerometer Feed Forward) technology to minimize effects of rotational vibration, and TLER (Time Limited Error Recovery).

. . . . .

#### **KVM**

■ Avocent introduced the AMX5130 KVM switch and cables that let users see, hear, and control computers without being in the same room. The AMX5130 features audio, serial, keyboard, and mouse switching, as well as dual UTP (unshielded twisted pair) support for connecting more than 16 users to a single remote computer. The new switch supports PC, Mac, and Sun USB keyboards.

#### Mobile

■ Canon's new PC160 portable copier folds up to a 19-pound briefcase, complete with handles for easy carrying. The copier can make up to four black-and-white copies per minute (on letter-size paper). A 50sheet paper tray can tackle everything from stationary and postcards to transparencies and labels. Canon's single-cartridge system lets you easily replace the toner and drum at once, and an automatic shut-off system helps the unit conserve power.

. . . . .

- Datamax is targeting its latest entry-level direct thermal printing device, the Ex2, at the auto-identification industry. The device's communication ports include a parallel interface, RS-131 serial port, and a USB port. The Ex2 includes 2MB of DRAM and 2MB of Flash memory, although customers can buy versions with more memory. The device supports a roll of media up to five inches in outer diameter and features automatic loading. The one-button device has a removable platen roller, a print head that can flip upwards, and an LED. Options include international fonts and an external media supply holder.
- . . . . . ■ Motorola announced a trio of new handsets. The Motorola A910 offers Wi-Fi

connectivity in a Linux software platform and features Bluetooth wireless technology for hands-free communication and MotoSync, a way of synchronizing your calendar, email, or contacts with the office while you are on the road. Another Linuxbased handset that Motorola is releasing is the A728. This handset offers a number of communication features, including intelligent handwriting, speech recognition dialing, Power Word dictionary, and Yahoo! Messenger. The final new device is the A732, which lets you use your finger to write a message on a keypad and then send it as a text message.

#### Server

■ Unisys added new features to its ClearPath servers to make them more usable for mainstream applications. The new features include a secure Java development and deployment environment, an industry-first pay-for-service pricing model, new mainframe-based vertical business products, and policy-based provisioning capabilities.

#### Storage

■ The Symmetrix DMX-3 system from EMC uses the company's Direct Matrix Architecture and is capable of scaling up to 1PB storage capacity. With greater processing power and increased internal bandwidth, the Symmetrix DMX-3's architecture offers near-linear performance scalability as users add channel, memory, and disk directors. The Symmetrix DMX-3 array consists of a single system bay and separate storage bays, each of which are independently powered and feature scalable power and battery backup infrastructure within each bay. EMC also highlighted the Symmetrix DMX-3's

Go to Page 18, Column 1

#### Load Balancing



Allot Communications' traffic management solutions ensure peak performance for high-priority business applications, throttle/block low-priority network traffic (such as P2P), optimize bandwidth utilization based on priorities and provide frontline protection against network aware viruses and DoS attacks. Allot offers a broad portfolio of award-winning LANand WAN-based traffic management solutions with inherent scalability and throughput from 2Mbps to 1Gbps.



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#### **Network Management**

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#### **NSA 1041**

NexGate is the next-generation network security appliance platform designed to meet the high demands of a hardware platform, network security box, desktop or firewall for SMB (small to medium business) & corporate network security devices. \$721 barebone unit (includes CPU)

The new NSA 1041 main features:

- 1U Rack mount Network Security Appliance with Intel® UVL Intel® Celeron Processor 650MHz
- DDR RAM and 4 Ethernet Ports
- 1U rack mount chassis, 650MHz
- One on board Compact Flash Socket • Four 10/100 Base T/TX RJ45 connectors.
- One internal 3.5" HDD bay.
- Support PCI expansion by 32bit/33 MHz PCI riser card



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#### **Product** Releases

Continued from Page 17

ability to nondisruptively upgrade its number of storage bays, drives, or director boards. The system will be available next month and will include support for LC-FC (low-cost Fibre Channel) drives, which should be available early next year.

. . . . .

- HP's new FATA (Fibre Attached Technology Adapted) hard drives deliver more storage for less money than traditional, high-performance Fibre Channel drives. The new FATA drives are compatible with HP's StorageWorks EVA (Enterprise Virtual Array) systems, allowing you to have a tiered storage design where data that is accessed less can reside on less expensive FATA drives and more frequently accessed information can reside on traditional, highperformance FC drives. HP's SotrageWorks File System Extender software lets you set policies that determine what files are stored on FATA drives and what data resides on FC drives. According to HP, FATA drives deliver twice the capacity of regular FC drives at about half the cost per Gigabyte of traditional FC drives.
- Kano introduced its X-SPAND PRO, a single cable, 1.6TB, external SATA storage and PCI-X host adapter for Mac and PC, which uses one of the industry's first 4-channel multi-lane connectors and shielded cables to deliver up to 3Gbps to each SATA drive channel without performance loss. The cable features a steel connector with thumb screws, which is designed to improve connection reliability over existing external SATA products while simplifying cable management. . . . . .
- LaCie announced that it is using Deskstar 7K500 hard drives from Hitachi

Global Storage Technologies in three new external storage products. The 500GB version of the drive will appear in LaCie's 500GB Ethernet Disk mini, which has LAN and USB 2.0 connections; the 2TB Biggest F800 array for FireWire 800/400 and USB 2.0, which supports RAIDs 0, 0+1, and 5 (including hot spare); and the 2TB Bigger Disk Extreme, preconfigured in a RAID 0 with FireWire 800/400 and iLink/DV connectivity.

#### SOFTWARE

#### Messaging

- Advantage International announced the release of Add2Outlook for Calendars, an Outlook Com add-in that lets users synchronize their Outlook calendar appointments using two-way replication or four-way synchronization between private, public, and PST folders. Add2-Outlook for Calendars is part of the Outlook Calendar Synchronization Software Suite, which includes Add2-Exchange for Calendars and P2P Calendar Synchronizer. Add2Exchange for Calendars lets users synchronize any combination of Outlook calendars.
- Gennux Microsystems released eW@LL MAIL, an email messaging firewall that blocks unwanted messages, works in all languages, and lets users control their inboxes. eW@LL doesn't use content filtering to sort mail. Instead, it utilizes the email header to determine if a message is from a friendly sender and then lets users decide whether they want to accept the message. eW@LL is positioned in front of your email server or ISP and prevents unwanted messages from clogging the

. . . . .

internal communications system. eW@LL is compatible with all platforms. . . . . .

■ Q1 Labs released QRadar 5.0, which is designed to combine, analyze, and manage a set of surveillance data, including network behavior, security events, and threat information. The product aims to address fundamental knowledge gaps in existing security management systems and then simplify the way solutions are delivered to customers.

#### Storage

■ EMC released a tandem of software packages designed for data migration within and between storage systems. EMC's Open Migrator/LM software facilitates automates online data migration between heterogeneous storage systems in Unix and Windows environments. EMC/Softek LDMF (Logical Data Migration Facility) software, the product of a joint venture between EMC and Softek Storage Solution Corporation, provides for online relocation of mainframe data at the dataset level. Open Migrator/LM moves Unix- or Windowsbased data either within a single system or between two systems while simultaneously keeping the data available to its particular application, minimizing downtime.

#### **SERVICES**

#### **Business Productivity**

■ Kodak announced a new suite of services to help businesses, banks, and government offices convert paper checks into scanned images for digital transaction management. Using its t6000 Client Software for Transaction Applications and i6030 Check Scanner, Kodak says that its new services can help entities benefit from the recent Check Clearing for the 21st Century Act (Check 21).

#### Security

■ FalconStor Software announced it will bolster its VirtualTape Library with STTS (Secure Tape Transport Service), a data encryption and decryption service. STTS is AES-based and lets FalconStor VTL users encrypt virtual tapes and export them to physical tapes. Both VTL and STTS will deploy into any backup environment without disrupting existing backup software and policies. FalconStor will also offer STTS for customers who need offsite data storage but not physical tapes.

#### **Systems Management**

- Ecora announced a suite of professional services that will support their Change and Configuration Management Suite of products. The Ecora Change and Configuration Management Suite provides automated solutions that collect, analyze, and report on multiplatform configurations across enterprise systems to help IT managers maintain configuration standards and identify and control changes. Ecora's Professional Services Organization will be administrating the services, including onsite configuration and training of software solutions and assistance and advice in designing custom reports. . . . . .
- NetSupport announced NetSupport 24/7, which lets users remotely control their PCs without losing important features. The new service supports Windows 95/98/Me/NT4/2000/2003/XP and boasts a secure connection between the operator and end user. NetSupport relies on a 56-bit DES to 256-bit AES firewalls to provide secure connections.

#### Router

www.Processor.com/CopperCom



The CopperCom CSX is an RUS listed, next generation switching system that provides Class 4, Class 5 and IP Services. With a complete set of features including residential CLASS and custom calling features, business group, CALEA, LNP and centrex, the CSX is the perfect solution for service expansion or legacy switch replacement. For additional information, visit this page: Processor.com/CopperCom



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#### Access Control

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#### **Access Control**

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## Blades Without Boundaries

#### Verari System's BladeRack 2 Conquers New Horizons

by Julie Sartain

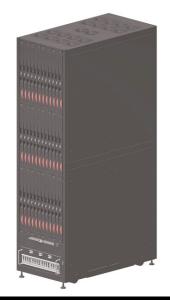
"BLADES WITHOUT BOUNDARIES" is Verari Systems motto, which it has achieved in its newest second-generation product, the BladeRack 2. According to Verari, it is the most efficient power distribution system in the high-performance computing server market. It features Verari's leading patented Vertical Cooling Technology, an unparalleled solution to one of the biggest concerns in the rack system industry, which is overheating.

Powerful systems produce a great deal of heat: The greater the density of the system, the more heat production. These two biggest heat generators (in servers) are responsible for 75% to 80% of the heat produced in a rack system. This is a real threat and an evergrowing concern to IT centers because the cost is phenomenal and increased heat results in system failure.

Verari System's Vertical Cooling Technology uses floor cooling, which is exhausted into ceiling

ducts, drawing the cool air up from the floor and then forcing it through the entire rack. It has also increased the thermal capacity by incorporating it into the entire design, including options to adjust airflow within the cabinet.

"Our BladeRack 2 is the most cost-effective way to implement high-performance, high-density computing," says Charles H. Alexander, director of product management at Verari Systems. "We are the leaders in data center density when deploying large compute farms. This is attributed to our cooling patents and the increased power efficiencies derived from our custom-designed



#### **SNAPSHOT**

#### Verari Systems BladeRack 2

An optimized power distribution system for the high-performance computing market; provides high-efficiency power usage, redundant power support, and high server density

www.Processor.com/Verari2

power systems. We also understand the need to reduce costs while increasing compute capacity

and have designed our BladeRack 2 to reduce TCO."

Other features include support for all the processors available today, including the dual-core Intel Pentiums 4 2.8GHz to 3.2GHz, the dual Intel Xeon EM64T 2.8GHz to 4GHz, and the dual AMD Opteron 254 series, as well as the newest and fastest processors of tomorrow. Additional features, such as redundant power supplies with immediate fail-over capability (to ensure uninterrupted power); modular, hot-swappable trays with variable fan speeds; and the Verari service module with the Verari Command Center and cluster management software put this system at the top of its class.

Competition includes IBM, HP, and Sun. But, Alexander says, "Our blades still lead in flexibility of configuration. We have also added a second-generation, lightsout management and monitoring capability that allows us to manage one or many racks at a time. The BladeRack 2 is engineered with the capacity to power and cool the highest performing CPUs on any processor roadmap."

### Secure, Real-Time Web Access To Centralized Data

#### **ACT! Premium For Web 2005 Helps Users Who Depend On Customer Relationships**

by Alan Petraske

ACT! PREMIUM FOR WEB 2005 is a customer-hosted contact and customer management solution for individuals, small businesses, and corporate workgroups involved in selling or other contact-related functions. Using ACT!, these users can access, update, and share centralized data in real time through a Web browser. This helps to manage contact and customer data, including appointments, activities, documents, customer communications, and sales campaigns. Because it is hosted, ACT! eliminates the need to synchronize the computers of remote, traveling, or onsite users with the corporate database or to install end-user software. Updates can be scheduled to run automatically.

In addition, ACT! automates and customizes key aspects of the sales cycle while providing detailed notes/histories for each contact in order to improve sales forecasting and opportunity tracking. For example, sales professionals can track opportunities from initial inquiry through close, using either a standard or customized sales process. All opportunities may be viewed at once or filtered by User, Estimated Close Date, Status, Sales Stage, Amount, or Probability Of Close.

Sometimes, of course, an Internet connection is not available or not needed. ACT! Premium for Web 2005 works either as a standalone product or in conjunction with ACT! Premium for Workgroups 2005, a full-featured offline client. When the products are combined, users can update Palm, PocketPC, and Black-Berry handhelds and synchronize with Microsoft Outlook to send and receive email. Note that Workgroups 2005 is needed for both functions.

Alternatives with generally comparable features in the ondemand CRM space range from Salesforce Professional Edition from newcomer Salesforce.com to products from established enterprise providers such as Siebel Systems, which offers Siebel CRM OnDemand. When compared to such hosted alternatives, ACT! Premium for Web

#### SNAPSHOT

Sage ACT! Premium for Web 2005

\$400 per user

\$660 per user with ACT! Premium Workgroups 2005

Provides anytime, anywhere access to customer data

www.Processor.com/ACT!

2005 delivers greater deployment flexibility because users can work online and offline seamlessly in conjunction with

Workgroups 2005. Sage also claims that ACT! offers the lowest TCO—up to 60% lower than the TCO for Salesforce Professional Edition.

Note, however, that ACT! users manage their own data and servers, whereas the alternatives house customer data on proprietary servers and allow users access via the Web. Self-hosting can offer significant security protection because data resides on a company server located behind a company firewall, and it does eliminate ongoing subscription fees. However, this approach is undeniably more complex, especially for new users. Scalability is another issue. When a company approaches the upper limit of usability (set by Sage at 50 users), ACT!'s low cost and flexibility become a less central concern.

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# SecureIron Flexes Its Muscle

#### **New Network Devices From Foundry Offer Seven-Layer Protection**

by Joseph Pasquini

As NETWORKING VENDORS begin to implement supplementary security features within their LAN devices, Foundry Networks has introduced two new product lines designed to better defend

enterprise infrastructures against emerging vulnerabilities and attacks. The new seven-layer security solutions, the Secure-Iron Security Traffic Manager and the SecureIronLS, are intended to complement corporate firewall and related security

#### **SNAPSHOT**

#### Foundry Networks SecureIron Security Traffic Manager & SecureIronLS

SecureIron Security Traffic Manager starts at \$12,995

SecureIronLS starts at \$14,995

Two new product lines offering sevenlayer protection at both the perimeter and host levels

www.Processor.com/Foundry

systems which have previously been deployed or are part of a new network expansion. By allowing for the offloading of general firewall processing, the SecureIron Security Traffic Manager lets users balance traffic across their existing firewall and intrusion detection products. The modular and scalable design of the Manager lineup, which is available in two models, features support for a range of Jetcore-based line modules with a choice of port density and speeds including 10 Gigabit Ethernet.

The SecureIronLS series of secure LAN switches, which extend multilayer security to datasensitive workstations and servers, features pre-equipped port configurations with a choice of high density 10/100Mbps and Gigabit Ethernet options. Fiber Gigabit and 10 Gigabit Ethernet uplinks are also available. Emphasizing its integrated sevenlayer IPS, the LS family is targeted for use within internal networks for the protection of critical platforms.

Both the Manager and the LS series are capable of forwarding packets at wire speeds. Ranging at rates between 500Mbps and

3Gbps, the multiprocessor security engine facilitates SecureIron's ability to defend against most network layer onslaughts including DoS, ICMP, UDP, and IP fragmentation attacks. Foundry states that SecureIron can also block email from known spammers via the use of a real-time policy list. In addition, the content engine parses and filters URLs and HTTP headers for malicious activity. Routing protocols supported include RIPv2, OSPF, and VRRP/VRRP-E, as well as SIP for VoIP users.

According to Bob Schiff, vice president of product marketing at Foundry Networks, the SecureIron product family stands in contrast to other competition in the same market segment due to its ability to scale and adapt to a multitude of application and network attacks. However, Foundry does face competition from some established industry names. Juniper Networks' IDP devices combat threats at both the application and network layers. In addition, Cisco's Catalyst 6500 switch offers IPS albeit as an optional module.

## Enterprise Serial ATA Goes Turbo

#### Latest Member Of Nexsan's InfiniSAN Product Line Leverages SATA-II

by Joseph Pasquini

As SATA DISK technology continues to prove its value as a low-cost storage alternative to traditional storage mediums, more and more enterprise storage managers—and vendors—have begun to take notice. In an effort to address the needs of small to medium-sized enterprises that seek a high-performance storage solution capable of handling both mission-critical application data and long-term secondary storage, Nexsan has introduced the SATA-Boy disk array.

The SATABoy, which was built upon the technology advances gained from the company's earlier ATABoy storage devices, is being marketed by Nexsan as a cost-effective solution for online storage of large amounts of data, including static content, video streaming, and disk-to-disk back-ups. "The SATABoy takes our innovative technology to a higher level by offering enhanced speeds and feeds with the utmost in performance; all at a price that cannot be matched by other storage vendors," says Diamond Lauffin, executive vice president at Nexsan.

SATA-II technology is incorporated into the SATABoy along with dual RAID engines and a high performance cache mirroring ASIC. Each of the system's dual

controllers is capable of a sustained data rate of up to 370MBps. The SATABoy ships with a cache size of 512MB, which is expandable to 1GB. The array also features active-active failover, two 2Gbps

Fibre Channel ports, and two Gigabit Ethernet ports. The 4-port active-active configuration provides for redundancy using dynamic multipathing applications such as Veritas' Storage Foundation.

For storage capacity, the SATABoy provides up to a maximum of 5.6TB on 14 drives within a 3U form factor. RAID levels of 0, 1, 4, 5 and 1+0 are all

supported as are up to 32 LUNs with masking.

Additional features of the SATABoy include continual event monitoring with active user identification, hot-swappable components, dynamic spare pooling and dedicated spares, adjustable stripe width,

user-configurable priorities for disk operations, and SNMP trap support.

The Nexsan array ships with the company's platform independent NexScan centralized management and monitoring software component. In addition, the array also features Tele-Guard, Nex-

> san's phone home manager which provides for preemptive degradation monitoring, and system health reporting.

Nexsan isn't the only player on the field. Other similar storage solutions in the competitive and expanding SATA-II product segment include such offerings as Rorke Data's

Galaxy-HDX, Advanced Media Services' HeritageRAID-SA, and MPAK Technologies' Momentum P1605 S/F. Of these, both the HeritageRAID-SA and the SATABoy currently offer the much sought after capability of active-active failover. However, Nexsan's solution is the only one featuring such high availability at a pricing point generally not seen in the class.



#### **SNAPSHOT**

#### Nexsan SATABoy

Approximately \$3,000 per terabyte

A fully loaded and configured version with 5.6TB costs about \$16,600

High-performance RAID solution makes use of SATA-II disk drive technology

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#### **Special Features**

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#### **OPINIONS**

#### **Credit Breach Brings Kindergarten To Mind**

We all learned some important lessons way back in kindergarten: Never talk to strangers, always hold your mom's hand when crossing the street, and don't drink the milk if it smells funny.

If IT could be as careful with its operations as our parents were with us when we were kids, technology would be a lot more secure.

#### The CardSystems Lesson

The recent debacle involving a number of credit card companies, including Master-Card and Visa, underscores just how damaging a lax attitude toward business partners—including third parties and outsourcers—can be.

In this fiasco the credit firms had all contracted with CardSystems to handle portions of their transaction processing. The deal seemed simple: On behalf of the credit card companies, Card-Systems would manage client transaction, send the results to the appropriate banks, and then purge the data from its own systems.

Unbeknownst to the companies that engaged its services, however, CardSystems retained some of the data on file. Although the company later claimed it was for "research purposes," this represented a clear violation of the service-level agreements between CardSystems and its credit card firm clients.

As luck would have it, hackers embedded malicious scripts into the CardSystems network that exposed 40 million confidential client records. Approximately 200,000 credit card records were stolen outright.

#### **Doubts Linger**

The resulting investigation has done little to quell the concerns of customers and analysts who suspect something remains rotten. Card-Systems can't pinpoint the precise date when its network was first violated, and the credit card firms remain strangely silent about how they manage relationships with third-party vendors.

CardSystems is now crying foul. It claims other

customers have been abandoning the company in droves since this story first broke, and as a result, the firm is hovering close to bankruptcy. As much as I feel for the company's employees who could lose their jobs, I can't say I would lose any sleep if the company ultimately went under.

Call me Darwinian, but the business world is a tough place. Financial ser-

#### vices firms don't sell tangible goods that you can cart home from the nearest

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it not been caught with its

proverbial pants down. If

the price for all of this is

oblivion, then it's hard to

argue that the firm deserved

any different. This is no

great loss to a security-con-

scious market.

Carmi Levy is a senior research analyst with Info-Tech Research Group, a London, Ontario,-based research and professional services firm. He is the author of Info-Tech's Optimizing Your IT Infrastructure best practices methodology, as well as the 2005 research report, "Building the Next Generation Help Desk." Levy holds a journalism degree from Montreal's Concordia University and has extensive experience in IT project management, help desk re-engineering, high performance team leadership, and process redesign.

Target store. Rather, they sell trust. And when that's gone, it doesn't come back. I'm sure the market will easily encourage the growth of companies that can do a better-and more trustworthy—job than CardSystems.

The company knowingly played with fire and would have continued to do so had

#### **Run A Tighter Ship**

Whatever happens to CardSystems, companies need to clamp down on their relationships with thirdparty vendors. It's no longer enough to have them sign an SLA and then assume that they're all in compliance. A regular audit schedule must be a prerequisite for

ongoing business. Failure to comply will result in termination of the relationship.

This won't be easy, and the financial services community is already raising red flags that it will never be able to fully comply. Some of the companies that were victimized as part of the CardSystems break-in claimed that with hundreds of third-party vendors, it is simply impossible to police them all.

My response to them: tough. If you take the time to outsource your operations, then consistent verification that your outsourced partners are playing by the rules is part of your obligation to the customer. Saying it's too hard because there are so many is a cop-out. If that's the case, maybe it's time to review your business model and scale down to a size that you can handle.

And what about us poor slobs whose personal information is being bought and sold behind our backs? We have every right to challenge our financial services institutions to take better care of our data-and of us. Customers deserve full disclosure that outlines who touches their data and what they'll be doing with it when they do. We should deal with any questionable responses just like we did in kindergarten: Say no very loudly, run away fast, and find someone else who's more deserving of our trust.

#### The Opportunity Of Trust

The companies that proactively recognize this emerging trust need will be better equipped to capture business away from companies that still don't get it. As the financial services sector-and business in general—becomes increasingly competitive, building and maintaining customer trust absolutely must pervade every corner of a company's operations.

Ultimately, IT is having about as much success clamping down on its thirdparty vendor relationships as humans are with their personal ones, in other words, not much. Systems still get violated, and people still contract nasty viruses from folks they barely know. And all because we don't take the time to follow some ridiculously simple advice that hasn't changed for generations.

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#### **OPINIONS**

#### **Long Live VMS**

If an HP VAX or Alpha product could speak, it would say, "The proclamations of my death are greatly exaggerated." The corporate sales department at HP would have you believe that the VAX world has long since passed away and the Alpha world will shortly follow. They will tell you that all roads lead to the new Itanium products. If they left the hallowed halls of Palo Alto and ventured into the real world, they would find this is just not true.

The real world sees customers continuing to focus on the former Digital and Compaq computing environments all based around the "deceased" VAX and Alpha products. (Remember, it was not so long ago that HP acquired Digital and Compaq.) These VAX and Alpha products are generally running the much underrated VMS OS. VMS users call the OS "bullet proof."

#### Alive & Well

Current estimates of VAX models still in productive service are in excess of

150,000 in the United States alone. When you consider that the final VAX products shipped in 2000, the number of installed systems is incredible. The reliability of these aging systems is still extremely high. They are feature-rich and scalable, and they run VMS.

Many of the end users who are continuing to purchase VAX products often need this prior-generation equipment to keep a homogeneous computing environment that is no longer available new. Some may not need state-ofthe-art equipment. Others are either creating or maintaining disaster recovery sites that need to mirror existing data environments.

IT managers looking to upgrade the performance on their VAX system should take a close look at Nemonix Engineering. Nemonix Engineering sells the fastest Ethernet adapter available for VAX systems. Its ultrawide SCSI upgrades, which replace slower technology, are useful in attaching newer high-speed tape subsystems and reducing backup times. Its memory and CPU

upgrades will help you take advantage of VMS IO caching and other performance factors on your VAX.

There is a ready supply of VAX systems and spares on the secondary market. But as VMS usage grows, the numbers of VAX users are diminishing by approximately 10% per year. This is largely due to the pressure from HP to migrate away from VAX. HP's mainte-

man-years porting Open-VMS to the Alpha architecture. As a result, a VAXto-Alpha transition preserves the bulk of customer investment in software. The migration process is a relatively painless process in most cases. Users making this move on legacy applications that have been heavily customized need to be careful though. Source code is often missing, and specific at the heart of some of the world's most missioncritical systems. VMS continues to achieve doubledigit growth year-over-year with 10% to 15% of all VMS business coming from new users.

OpenVMS v8.2 is currently available for HP Integrity rx4640-8, rx2620-2, and rx1620-2 servers, as well as the entire family of AlphaServer systems. Openmimics a variety of different VAX systems, unfortunately with the limitations imposed by the Windows environment. There is also currently in test a VAX emulator that performs on the Alpha platform; it runs the standard VAX/ VMS OS and unmodified user applications without conversion.

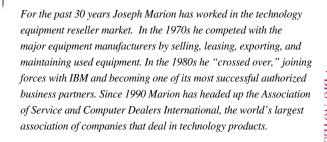
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Alpha and VMS are here for the long term. HP has indicated that low-end servers for the Alpha will be available from HP until at least the end of 2006, with high-end servers available until the end of 2007. Do you want to save money on your Alpha equipment? Whether buying or selling, remember that there is a very active secondary market in this equipment and will be for many years to come. Go to www.ascdi.com to find a list of HP Alpha Dealers whom you can trust, worldwide.

Thanks to Richard Black from MIT Ltd. for his assistance with this article. For more information on the company, visit www.mitlimited.com.

Send your comments to ascdi@processor.com

#### JOSEPH MARION



nance costs have increased dramatically. Manufacturers often use increased maintenance costs as a way of making equipment obsolete. Loyal readers of this column know that when it costs more to own and operate a system than it does to replace it, that system is considered obsolete.

And what of the Alpha systems? OpenVMS engineers spent more than 200 hardware calls to VAX systems may have been written. Applications that have been customized will somewhat have a more complicated migration process.

#### Here For The Long Haul

HP is continuing development of OpenVMS, and this 30-year-old OS is showing no signs of going away. In fact, OpenVMS is holding on to its position including the HP Superdome Server, by the first half of 2006. If the move from VAX to Integrity is still too challenging for some legacy applications, there are emulators that help to preserve the investment in this existing code.

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## Connectivity Assistants

#### **Network Configuration Help For Mobile Users**

by Dennis Raven

EMPLOYEES TRAVELING with notebooks or PDAs sometimes find it frustrating when they encounter different networks and hardware. Some have the time and background to set up nearly any network connection, but many of us need to just get our work done without the technicalities.

With evolving features and functionality standards, your organization may not be familiar with the term "connectivity assistant." Connectivity assistants are generally defined as software that helps users create and manage wired or wireless location profiles without manually reconfiguring settings or restarting the computer in each environment. Connectivity assistant capabilities vary widely depending on the hardware platform, so implementation of a multiple site configuration strategy may be a long-term project.

Exactly how do connectivity assistants benefit SMEs? By improving productivity and decreasing help desk calls. Traveling employees should be able to arrive at their destination, choose a profile, and connect to their local environment. However, depending on hardware and the connectivity assistant's sophistication, some changes may require manual configuration. For example, a district office may be hardwired with no proxy server, whereas the corporate office may be entirely wireless with a mandatory home page. Workfrom-home users may also struggle with VPN configurations. As environments become more complex, additional layers of configuration are added.

#### **Products That Can Help**

Fortunately there are software tools available, some built into the OS and others developed by

third parties. These products can automate many, if not all, of the changes your mobile workforce requires. While certain applications require specific hardware computing platforms, others are more generalized and apply to devices such as wireless cards or cellular phones.

Microsoft Windows Zero Configuration service. The idea of connectivity assistants began, at least in the PC world, with the release of Windows XP. To assist in connecting wirelessly, Microsoft introduced the Windows Zero Configuration service, designed to provide plug-and-play for wireless networking with only a few mouse clicks. However, WZC is designed primarily for wireless connections and doesn't include modems or wired network adapters. Additionally, third-party nonintegrated wireless adapters generally include their own configuration utilities with hardware specific information. As a result, many users choose the manufacturer's utility over WZC for wireless configuration.

IBM Access Connections. To address mobile employee configuration needs, IBM includes a connectivity assistant program called Access Connections with its ThinkPad machines. This software allows network and Internet configuration changes by selecting a location profile. Access Connections goes beyond WZC and third-party utilities by automatically managing basic wired



WebToGo provides connectivity services to various notebooks, cell phones, and PDAs.

and wireless network connections. It also manages printing by automatically reassigning the default printer to match the location.

With Access Connections users can create their own profiles, or the organization's IT department can build connectivity profiles for remote deployment, providing consistency and supportability. The deployable profiles can be placed on Distribution Control Lists based on computer serial numbers to help ensure compliance with corporate IT policy. Once the profile is deployed, the user selects it, and then the settings are applied.

WebToGo Mobile Internet. A European offering from Web-ToGo Mobiles Internet GmbH provides similar capabilities to IBM's Access Connections and is available for notebooks and Palm and PocketPC units. Web-ToGo provides plug-and-play connections to wireless modems and mobile phones, automatically detecting hardware and network characteristics and then configuring the best available connection. An integrated highspeed optimization server that compresses data is also included.

This typically doubles the transmission speed. The server also enables access to large Word and PDF files by converting them to HTML for browser display.

**Apple Location Manager and** Automator. Apple Location Manager, included with earlier versions of the Mac OS (specifically 8.1), allowed Mac notebook users to move from one location to another without manual reconfiguration. The Location Manager allowed specific setting assignments including networking, printers, time zone, file sharing, sound, frequently used applications, and even which extensions were required. As with Access Connections, a user simply selected the location, and then preferences were set for that environment.

Apple's current OS X does not include all Location Manager features. Instead, a scripting utility called Automator is available to provide equivalent functionality. Automator allows the user or third-party developer to create sophisticated scripts that perform functions required for multiple site connectivity.

#### The Future Of Connectivity Assistants

As technology evolves and software improves, applications similar to IBM's Access Connections will certainly enter the market. If your organization uses another brand of notebook, intranet documentation development coupled with employee training could alleviate many help desk calls for proxy settings, Internet Explorer home page changes, or default printer settings. Although a completely automated solution may be ideal, changing your portable computing infrastructure to take advantage of IBM's product may not fit your organization's plans or budget.

Instead, concentrating on standardization of corporate locations and work-from-home environments may be a gradual and economical solution if notebook hardware standardization is not feasible. In addition, choosing third-party software that provides functionality similar to that of Access Connections or simply standardizing on one manufacturer's wireless cards can go far in moving towards a long-term location configuration strategy.

#### **Connectivity Assistant Product Comparison**

Products highlighted in the article have been categorized by OS and capabilities and provide differing levels of automation when attempting connections. Here we provide a brief overview.

Product	Wireless Profiles	Printer/Browser Changes	Supported Platforms	Automated Profile Distribution
Microsoft WZC www.microsoft.com	Partial	No	XP	No
IBM Access Connections www.pc.ibm.com/us/think/thinkvan tagetech/accessconnections.html	Yes	Yes	ThinkPad Hardware, Win2000/XP	Yes
<b>WebToGo</b> www.webtogo.de/uk	Yes	N/A	WinXP, Palm, PocketPC	No
Apple Location Manager www.apple.com	Yes	Yes	Mac OS 8.1	No
Apple Automator www.apple.com	Yes	Yes	Mac OS X 10.4 Tiger	No
Third-party wireless hardware	Yes	No	Most hardware and OS	No

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# DCML: One Answer To The Data Center Management Crisis

#### **Standardizing Information Exchange & Interoperability For The Data Center Environment**

by Alan Petraske

THE SHIFT IN ENTERPRISE computing from client-server to Internet architectures has produced data centers with ever-increasing layers of software and hardware and dozens of disconnected management and IT systems. Because these elements cannot communicate effectively with one another, they are currently handled by small armies of IT staff. This lack of interoperability prevents even the most basic IT process improvements from taking hold. Instead, as organizations work to meet today's service-level commitments, reduce costs, and manage complexity, they often are forced to implement solutions that increase overall architectural complexity at the expense of tomorrow's costs and manageability. Industry analysts and IT managers in the front lines agree: We have a crisis in data center management due to an exponential increase in data center complexity.

If the enemy is complexity, the answer—or a large piece of it—may be provided by a vendor-neutral, open language called Data Center Markup Language, a structured data format and model sponsored by DCML Technical Committees of the OASIS group.

#### How Can DCML Work For You?

DCML is designed to do for the data center what HTML did for content and IP did for networking: to achieve interoperability and provide a systematic, vendorneutral way to describe both the

data center environment and the policies governing its management.

DCML can be used to describe, construct, provision, or reproduce a complete data center infrastructure with all of its component relationships, dependencies, configurations, operational policies, and management processes.

Potentially this is a major change. In the new world of interoperability, IT managers would choose vendors that support DCML in their products. Vendors description is used to reproduce the environment by taking the list of resources to be reproduced (the recipe's ingredients) and the relationships among them and the governing policies (the recipe) and using both to reconstruct the environment.

For another example, most monitoring vendors provide a way to feed in a list of devices to monitor, usually in some proprietary format, which means that IT staff must extract the data from whatever discovery tool they are using, rewrite it into the proprietary format, and feed it into the monitoring system. If the vendors

#### DCML Defined

Data Center Markup Language is an open, vendor-neutral, XMLbased language for describing the information exchange between the elements, services, and processes in IT environments and mapping the interdependencies and interrelationships among them.

There are three broad categories of information in a DCML document. The first is the state of the environment itself, similar to and compatible with what would be described by a traditional management system. The second is the blueprint, or DCML Framework Specification recipe, that can be used by an automation system to construct and manage an environment. The third is the set of rules, policies, best practices, and standards that should be used in managing the automated data center environment.

security levels, as well as reduced impact of viruses, reduced integration expense when bringing in new data center automation and management tools, reduced business impact resulting from system downtime, and reduced time and cost to implement strategic IT initiatives, such as data center security, consolidation, disaster recovery, metered service delivery, and operations outsourcing.

In addition, DCML opens important new avenues for IT innovation. When standardized information exchange and interoperability are a reality in the data center, the IT vendor community can begin to address customer requirements with unprecedented creativity.

DCML is complementary to other management standards such as SNMP and CIM, as well as Microsoft's SDM (Systems Definition Model).

The DCML Draft Framework Specification has been released and is being refined by the OASIS DCML Technical Committees. Next steps include the release of the Server, Network, Applications, and Services subspecifications and the availability of the first DCML-compliant products. Several vendors have prototype implementations today, although wide-spread commercial implementations are not yet available. OASIS has planned certification and compliance programs for vendors beginning early next year.

### We have a crisis in data center management due to an exponential increase in data center complexity.

would provide modeling tools to create a DCML document describing a particular data center. The document then would be entered into a provisioning and configuration tool to specify a fully configured data center environment, essentially a blueprint defining every element that must be configured and provisioned to re-create

the environment automatically.

From this point, the benefits start rolling in. Take a disaster recovery scenario, with an application encompassing several servers, network devices, software packages, configuration files, etc. A DCML description provides both an inventory of data center elements and the desired functional relationships among them, much as a culinary recipe provides both the list of ingredients and the instructions for successfully combining them. If disaster strikes, the DCML

on both sides support DCML, you simply export data from one and import into another. The whole process can be quickly and easily automated.

And that's only the beginning. When DCML is fully implemented, the complete data center infrastructure would no longer be a rigid structure that has been erected to house the elements, services, and processes in the data center environment. Instead the infrastructure would be analogous to a utility that an application uses to do its work.

#### **Business Benefits**

The companies that have pledged to adopt and implement DCML believe there will be considerable cost-savings and efficiency gains. They foresee labor savings through the automation of data center operations and cost reductions resulting from improved

#### The Goals Of DCML

The DCML Technical Committees of the Oasis Group hope to achieve the following goals through the use of Data Center Markup Language:

- Create standards-based information exchange data for disparate management systems
- Instrument interrelationships and mappings to dynamically store and process configurations (CMDB, configuration entities/items)
- Instrument best practices models and IT process frameworks, such as ITIL, in a form that can be used by customers
- Provide a solution in preproduction CMDB (optimistic integration) and existing environments (existing configuration discovery) to help solve complex, real-world problems: incident management, CMDB population, disaster recovery/business continuity
- Reduce cost and speed implementation and improve learning curve through iteration and reuse
- Enable standards-based automation using meta-mapped aggregated relationships as exchange between disparate management systems
- Further the vision of utility and grid computing



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#### **August 12, 2005** work loads. Doing the planning is worthwhile to save on software licensing, as well as on equipment costs.

## Data Center Capacity Planning

#### "Planning" Means Saving Staff Time, **Not Merely Reserving Equipment Space**

by Steven S. Ross

SURPRISED BY spikes in usage? Or do you simply budget automatically for 20% growth in bandwidth, storage, and CPU capacity each year?

The good news: Costs for the capacity planning software and expertise you need are low enough now to make the process worthwhile even for small IT operations. In fact, there's some freeware available (see box).

The bad news: The process takes IT staff time. Thus, IT staff often opts for simply buying more hardware and more software.

That's a shame, says Dr. Neil J. Gunther, founder of Performance Dynamics. "Take as valid that hardware is cheap and time is expensive," he says. "And

#### Choosing **Capacity Tools**

Information Systems Manager, maker of the PerfMan product line, offers the following advice on choosing capacity planning tools.

- Ensure that tools match the platforms, OSes, and applications you're managing, preferably with a common interface.
- · Be prepared to help identify acceptable service level objectives and to understand your infrastructure's critical break points. Make sure capacity and performance management tools can measure those service level metrics (and those you're likely to add later).
- Tool vendor proposals should include specific capital and operational cost savings and ROI analysis.
- Web-based management and reporting features enable remote administration and ondemand communication of key IT performance and capacity.
- Agentless technology allows easiest installation and lowest use of systems resources. Tools should also be able to utilize any existing agents on your systems.
- · Modeling and trending capabilities should include hardware, software, and workload changes.
- · "Security group friendly" tools will be needed for secure installation and data collection and to ensure that network security features are undisturbed.
- Support should include access to capacity planning and performance management experts.

besides, there's always new technology coming along. But capacity planning is still worthwhile. Take it as a given and see how [you] can do capacity planning in that framework."

There are many variations in the process, but they all come down to three tasks: measure current loads, test for anticipated loads, and gather usage trends over time to predict when you have to expand.

The goal is to predict computer resources that will be needed at some point in the future and to automate as many of the tasks as possible to reduce IT staff time. In the mainframe world, computers were expensive and purchasing cycles often stretched over several years. In the PC world, planning horizons are as short as six months and sometimes only half that when a new business opportunity, regulatory requirement, or merger suddenly appears.

"It's certainly true that for the most part, capacity management has been much more for bigger companies, and they are more likely to be willing to spend on the staff and the tools," says Pete Weilnau, chief operating officer at Information Systems Manager, the company that created the PerfMan software suite for capacity planning almost 20 years ago.

"All the tools grew out of the mainframe business. But they are slowly but surely moving to open systems. When you are smaller, say 10 servers, we have sold to plenty of customers that size. They see the benefits of capturing the usage information over time and seeing what the trends are," he says.

#### Small Price Tag

Weilnau also says the entry cost is surprisingly small. The IT staff "typically does not need training," he says. "A few online seminars, and you are on your way."

"With our stuff, the entry point is under \$1,000," he says. "You get a full data capture, all the database management tools, analysis tools, capacity planning, and modeling tools. The maintenance fee for support and upgrades is an annual 20%. We work by number of servers; some companies use size of server or number of processors in the server box."

Capacity planning software covers CPU, real storage (central and expanded), the paging subsystem, and the DASD I/O subsystem.

PerfMan supports Windows and Linux, along with many proprietary Unix flavors. There's also a version for Oracle databases.

Mike Ellis, vice president of marketing and product development at capacity-planning software vendor TeamQuest, says, "You can't shrink-wrap expertise." Speaking at a Webinar now available on the TeamQuest Web site, he notes, "There are many ways to do capacity planning. Sometimes just a compass bearing is all that is needed. . . . You want consistent satisfactory service not just satisfactory. And it should not be just cost-effective but cheapest."

At the same Webinar, Gunther highlighted the problem and also highlighted why the insights of the home-grown IT staff are so valuable. He described a Texas oil company that hit capacity ceilings processing seismic data. The company was ready to "toss away millions of dollars of equipment" and upgrade to whatever was needed to cure the bottleneck.

When Gunther monitored the system use, however, he found that CPU cycles soared to capacity just as email use was declining at 6 p.m. During the working day, CPU cycles were well within limits. That didn't make sense to him as an outside consultant. But it made perfect sense to the oil company's IT staff. "The manager onsite told me that at 6 p.m. people were logging off and going home. The heavy number-crunching tasks were scheduled for after 6 as batch processes, and they were increasing." Yet, there was spare capacity during the day.

#### **Complex Models Don't Pay**

What if there are not millions of dollars at stake? Gunther describes the process as building a subway map, not a model train. Both can represent reality. But the goal in building a model train is to add as much detail as possible. The subway map, on the other hand, is a schematic that helps users get their hands around the problem of using the system. It is far from exact; stations are not set at accurate relative distances from each other, for example, and the area covered is typically distorted.

Ellis suggests, for example, that it is not usually necessary to install a new application on the same equipment that it will run on when fully operational. He suggests using "smaller, much smaller" equipment and a lower load to get the information you need quickly and then calculate the final system's parameters by scaling up.

He also suggests "pushing back" when vendors of new software you're planning to use insist that their package run on a free-standing server or network. "Sharing resources saves money,"

Ellis summarizes the overall capacity planning process this way, emphasizing that you don't have to do everything all the

Load testing. "Do it early in the process for a new service. You need data to work with. Find out how it behaves under different loads." Check periodically to make sure you have the right capacity or to flag work scheduling issues like that of the oil company mentioned earlier.

Consolidation. Look for ways to combine CPU and network

Watch for triggering events. Sometimes you have to add

capacity in a hurry. Think in advance about how would be able to do that.

Trend analysis. Look at longterm usage trends and predict when they will exceed capacity or cross the margin of comfort you wish to maintain around your absolute capacity limits.

Use modeling. Modeling can give you a more precise idea of when you need what configuration for what workload. Use it for the "highest priority services," but you shouldn't build a super-complex model when the business folks can't tell you with any certainty what the use level will be anyway. Invest only an appropriate amount of time planning, in line with how good you think you can predict the need.

#### **Capacity Planning Resources**

We've provided a list of resources that might help you with capacity planning. Check out the do-it-yourself software that is available but take the time to place a few calls to consultants, as well. Their work could lead to the realization that the expansion path laid down by your predecessors might have been overrun by new technology.

#### **The Computer Measurement Group**

The Computer Measurement Group, commonly called CMG, is a worldwide organization of data processing professionals committed to the measurement and management of computer systems. CMG members are primarily concerned with performance evaluation of existing systems to maximize performance and with capacity management where planned enhancements to existing systems or the design of new systems are evaluated to find the necessary resources required for adequate performance at reasonable costs. www.cmg.org

#### **HyPerformix Workbench**

HyPerformix Workbench (formerly called SES/workbench) is a simulation modeling tool for solving hardware, software, and networking performance and resource allocation problems for the Electronic Design Automation Market. It supports collaborative simulation using the IEEE Standard for Modeling and Simulation (IEEE1516) High Level Architecture. www.hyperformix.com

#### **Information Systems Manager**

ISM's PerfMan products are used by small IT centers and by customers of IBM, Hitachi, and HP systems. www.perfman.com

#### Iometer

lometer is an I/O subsystem measurement and characterization tool for single and clustered systems. It was originally developed by Intel and is now open source. The tool (lometer and Dynamo executable) is distributed under the terms of the Intel Open Source License. It runs on many OSes, but the GUI is currently Windows-only. www.iometer.org

#### PushToTest

PushToTest offers fee-based services and TestMaker, a free open-source utility and framework that software developers, QA technicians, and IT managers use to check Web-enabled applications for functionality, scalability,

www.pushtotest.com

#### Storage Performance Council

The Storage Performance Council works to ensure fair and vigorous competition between vendors by setting vendor-neutral benchmarks. It's most active in consumer products, but there's plenty of material for IT professionals, as well.

www.storageperformance.org

#### **TeamQuest**

TeamQuest offers a software suite and worldwide consulting services. The customer list is tilted toward large organizations, and the firm has offices in Asia, Europe, and the Middle East. www.teamquest.com/products

#### Uptime Software

Uptime Software sells server monitoring tools at an affordable price—\$695 base plus \$95 a node. The client list includes many firms in manufacturing and the nonprofit world.

www.uptimesoftware.com

## Running With The Money

#### **Building IT Budgets That Work**

by Chris A. MacKinnon

It's time for the budget report. The CIO has to convince the board that things are moving along well in the finance department. Where has the money been spent? Is it justifiable given market factors and the company's unique situation? There is no doubt about it: For small to midsized enterprises, setting an IT budget and sticking to it is essential.

For data centers and IT managers, the rudiments of budgeting can get dicey. For example, how important is it to spend all your budgeted money? And how can you get more money from the higher-ups? Without getting depressed as it is, there is an enlightening side here: There are ways to go about setting an IT budget and creating a plan for years to come.

#### The Running Track

The global economy seems to be coming back, and IT spending has definitely ticked upward. After coming through a few flat years budget-wise, things are shaping up in 2005. SMEs are beginning to spend a little more in order to fine-tune their well-oiled machines by replacing core applications with newer systems that offer improved functionality and scalability. According to a recent survey of 185 CIOs, IT budgets will grow at a rate of 6% on average over 2005. Of those polled, 50% say they will increase

## For SMEs, setting an IT budget and sticking to it is essential.

spending on storage systems in the coming year (up from 46.5 % in a previous poll), and 29% will increase spending on e-business applications (up from 25%).

IDC revised a previous forecast for compound annual global IT spending growth (also to 6%) annually between 2005 and 2009, down from a previous estimate of 6.5% between 2005 and 2008. Gartner, on the other hand, says SME IT spending reached \$400 billion worldwide in 2004 and will increase by 7% in 2005.

According to Enterprise Systems, the three areas that are likely to receive the most money are backup/recovery, data storage, and security solutions. On the flip side, in companies where budgets are decreasing, the decline is over 15%, so less money will be going into desktop software and hardware.

#### Run, Budget, Run

Setting an IT budget can be a daunting task, but creating one with a plan that will see a few years into the future is another thing. According to Frank Fehrenbach, senior manager at A.T. Kearney, a global management

consulting firm, budgeting comes down to being uncluttered and organized. He says, "The biggest thing is to maintain the transparency on—and segment the budget according to—what you are buying (software, hardware, storage, and telecom)."

Fehrenbach says that such things as vendor contracts can also affect the IT budget. "Most IT prices fall anywhere from 15% to 30% per year, so the key for SMEs is to negotiate when buying products from larger vendors (which tend to lock in at three years) by sticking in a forward pricing clause that says the SME has the right to revisit the contract to renegotiate according to actual price fluctuations within the three-year term." Fehrenbach says the future of a company's IT budget depends on the growth projections the company has set for itself.

Two key IT challenges, according to Fehrenbach, are securing funds for IT investment and justifying and convincing business executives of the importance of IT.

#### **Run With Tact**

On the one hand, an IT department should only need to spend an amount of money that satisfies its technical and business objectives. On the other hand, if there is a surplus of cash remaining at year end, the finance department might not be so quick to spend more than the previous year. Then what happens if the IT department requests a higher amount the following year, say for major server or network upgrades? The finance department might not be so quick to open its pocketbook.

Then again, Fehrenbach tends to stay very real about money. "It honestly depends here. IT services and software tend to be the more highly volatile components of the budget, and oftentimes the bigger projects increase IT budgets." Although it is human nature to spend all the money in the budget (because there is always some piece of equipment to upgrade or replace), sometimes it makes more sense to choose long-term stability over short-term satisfaction.

If an IT department does need a specific amount, there are ways to go about getting more out of the higherups, the most important of which is tact. Fehrenbach says, "This goes back to fundamental economist thinking. The worst issue here is a poor execution of the business case. If IT managers and other data center staff do not have a sound business case, then nothing happens." It only makes the best sense to align IT projects with business goals. Without a proper alignment (in this case), both front and back ends won't run smoothly.

#### **Reaching The Goal**

So whom do SMEs turn to for buying advice? For the most part, their

#### IT Spending & Investment

The Spending: 2005 is looking good, as IT spending is on the rise again. IDC has reported that compound annual global IT spending growth will hover around 6% annually between 2005 and 2009. Forrester Research estimates that midmarket IT spending on products, services, and personnel will hit \$98 billion by 2008.

The Investment: According to Forrester Research, almost half of small to midsized enterprise IT budgets this year will cover IT headcount and hardware. Forrester says on the networking side, the money will go to VPN deployments, keeping such vendors as Cisco busy during 2005. About 60% of mediumsized firms will buy security software, and 25% will buy systems management help from providers such as Microsoft. And application software will be high on the list for 36% of SMEs.

in-house staffs are the most trusted source. IT publications run a close second, and local consultants come in third. Where is most of our budgeted money going? Forrester, an independent technology and market research company, asked SMEs about their specific spending plans for the next year: 75% of SMEs said they will buy networking equipment, 74% will add servers, and 65% will invest in new storage technology. Chief information officers will likely spend a bit more on technology this year, but their focus has shifted to products that can help companies grow their business, compared to those that will only help control costs.

According to a recent survey conducted by silicon.com and The Bathwick Group, only 12% of SME executives saw a decrease in their IT budgets over the last three years, while 62% saw an increase. One-third of respondents said their wallets will stay the same next year, while one in four predicted an increase between 1% and 9%. A separate Silicon.com poll of 12 CIOs reports that half expect their budget to fall or stay the same, while the other half expect a rise.

The numbers from the analyst firms are speaking for themselves, and Fehrenbach would concur about the state of SME budgets at the moment. "It depends on the industry, but I would have to say that SME budgets are either staying the same or are rising at a high single-digit rate."

Creating sound IT budgets can be a tricky business. If you estimate a project incorrectly, customer relationships can go belly up. It all boils down to building a budget that ensures that spending reflects the company's business mission.

#### IT Budgets On The Rise?

According to a recent study conducted by silicon.com and The Bathwick Group, only 68 executives out of 567 saw a decrease in their IT budgets over the past three years; 351 say they saw an increase.

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## Who Is **Building New** Data Centers?

#### **New Facilities & Colocations Are Springing Up**

by David Garrett

**DESPITE RUMORS** of their demise, data centers aren't dead. In fact, new data centers and colocations are popping up all over the United States-and even overseas.

What kind of facilities are these?

They range from modest centers to lavish, brandnew buildings and simple colocations for companies that don't want to foot the bill of building a center from scratch.

#### Monsanto's New Jewel

Monsanto is one of the world's leading providers of technology to the farming industry, with well-known inventions in genomics and breeding. But despite the

firm's worldwide reach, its networks are still run from a data center that's some 30 years old, according to company spokesperson Lori Fisher.

"So you can imagine," says Fisher, "that our IT people were thrilled with

"For us it's a big move because it gives our clients more bandwidth than they could ever eat," says George Domurot, the firm's president

Bandwidth—and having enough of it-was a key factor to consider for Domurot's team. "All our software is



Not all new data centers are in the States. Pictured above, the People-Support Center in an upscale business district of Manila will increase PeopleSupport's total seats to more than 5,000.

> Internet-based," he says. "It's a key technology for us." So the crew from Box Office Tickets met with a number of local ASPs, hosting facilities, and outsourced data center providers before choosing one that offers the

outsourcing) vendor that offers accounts receivable management to U.S. firms that outsource to cut costs.

In late July PeopleSupport announced the completion of its brandnew PeopleSupport Center in Manila. Boasting top-of-the-line telephony equipment, the Center will increase the firm's total seat capacity to more than 5,000 workstations, and it has some of the high-end features you'd expect to find in a data center its size, such

> as generators and power backups. It also offers a few perks, including shower rooms and a gym.

#### **Data Centers For Data Center Providers**

The demand for data centers, hosting, and bandwidth has led ISPs to build new facilities, too.

Take the new Reveal Broadband Center from Reveal System of Colorado. The center offers multiple

optical DS-3 connections, AC/DC power and backup, climate control, 24/7 secure access, server collocation, and management to the Longmont/ Northern Colorado Corridor, one of the state's growing technology hubs. The completed center was announced

According to spokesperson Frannie Follick-Hood, growing demand for managed servers and other products made it vital to have a local facility with all the horsepower of a national ISP. The new data center is designed to support more than 2,000 customers for everything from dial-up connections to custom software for the real estate industry.

Of course, your data center may be designed to meet far more specific needs. But if you're thinking of expanding it—or even building anew—to support a growing enterprise, you're not alone.

#### The demand for data centers, hosting, and bandwidth has led ISPs to build new facilities, too.

this," referring to Monsanto's plans to build a new data center from the ground up on the west wide of its corporate campus in Creve Coeur, Mo.

The data center will cost about \$21 million and be housed in a 40,000 square-foot building that breaks ground early next year. (Monsanto's current data center resides in two wings of a building that dates to the 1950s.)

The new building will be ready by summer of 2007, and despite the fact that it's replacing an old facility, Fisher says that Monsanto shied away from some of the latest and greatest (and widely hyped) technologies in favor of tried-and-true systems they can rely on for years.

"We're not employing new bells and whistles," says Fisher. Instead, the company is planning to streamline and consolidate for maximum efficiency.

#### Tickets, Anyone?

Of course, not every new data center is built from the ground up, which Box Office Tickets of Portland knows all too well.

In May this event management firm launched an online system that simplifies the promotion and management of fund-raising events, business conventions, and other large meetings. And it colocated a new data center in order to gain the infrastructure it needed.

pipes, uptime, and service that an outsourced data center demands.

#### Over The Waves

Not every new data center sits on American soil, even if it is for an American firm or one that caters

Take the case of PeopleSupport, an offshore BPO (business process

#### The Cutting Edge

New data centers come with the newest—and coolest—features, and the new data center for Concord Hospital in New Hampshire is no exception.

Concord chose APC's InfraStruXure system, which integrates power, cooling, rack, and management features into a standardized, modular set of N+1 components that can be set up in weeks, not months. In fact, APC spokesman Chet Lasell says, "We're taking what used to take 400 days down to four weeks, and we'll get it down to four days."

InfraStruXure has other benefits, too. Because you can roll its components down a hall, you can move your data center if you have to. And the system doesn't need a raised floor either.

New data centers use new software, as well, and there's nothing more current in software than patch management, a field that grows in direct proportion to hacks and virus attacks.

The Altiris Patch Management Solution is one of many ways of automating enterprise patch management from the confines of a single data center. It's designed to be a one-stop shop for OS and application updates and consists of a central patch store for hardware and software, as well as an installation inventory and many distribution options.

#### What's Happening

## Better Protection Through Isolation

#### **Avinti Uses Virtual Machines To Protect Against Email Attacks**

by Stephen J. Bigelow

NOT SO LONG AGO, a computer virus was typically recognized as a tool of destruction, spreading quickly to wreak as much havoc as possible across the widest possible range. Today viruses are different. Yes, malicious attacks such as Sober and Lebreat will probably always be with us, but for real hackers, it's not about doing damage but rather about opening doors into a network that can ultimately be exploited for some type of monetary gain. We spoke with Terry Dickson, CEO of Avinti, and Curtis Tirrell, vice president of marketing for Avinti, who both note that the real danger is emerging from extremely tailored attacks, increasingly perpetrated by hackers seeking profit.

#### Nap Of The Earth

A modern virus attack normally starts by searching out email addresses of individuals in a target organization. Such information is usually public—posted right on the company's Web site. The hacker then sends



believably crafted emails that are typically infected with some type of custom-developed Trojan, spyware, keylogger, or other malicious vehicle. The goal is not to destroy data but to gain access to the maximum number of systems on that network. Once keyloggers reveal sensitive logon credentials, the hacker can then "fill the order" of their client. This might include stealing some number of customer records or reselling that illegal network access to other attackers that might use your network to launch attacks on others. The possibilities are limitless.

Although such a scenario may seem familiar, detection is becoming extremely difficult because attacks are often tailored to specific victims. The growing availability of high-quality, low-cost talent (especially in

reported to the antivirus maker]. Since today's targeted threats attack only limited targets, virus scanners are not updated to detect them, allowing the attacks to pass freely across the antivirus software." Other high-end detection techniques often return questionable performance, he notes. "Heuristic testing is not always effective at stopping unknown threats because it's extremely difficult to say what an unknown threat looks like. Similarly, reputation-based filters have a hard time gauging the threat of previously unknown content."

#### **Virtual Testing**

The solution, says Dickson, is to create an active environment where code can be executed and analyzed yet keep the user (and the rest of the network) safe from any malicious effects. This is the basic concept behind Avinti's iSolation server. In practice a virtual machine is created at the network edge. When new email is received, any attachments can be opened and executed in that protected environment, where its behavior can be observed for signs of suspicious behavior (such as unauthorized address book lookups or system Registry modifications) that typically signal the presence of a potential attack. He says, "The server mimics a working desktop and checks to see how the attack works before it actually hits the real desktop." Dickson notes that there are actually numerous triggers tested in the iSolation environment, and the approach has been 100% effective against recent variants of attacks such as MyDoom, Mimail, Bagle, and Netsky.

Dickson and Tirrell both emphasize that virtual machine testing has other advantages for the enterprise. For example, there is no scanning in the traditional sense. Instead, an attachment is evaluated based on what it actually tries to do. Thus the user can be very certain of the code behavior without false positives. When a threat is detected, it can be quarantined without ever propagating to the rest of the network. Another significant benefit is fewer software updates.

### When a threat is detected, it can be quarantined without ever propagating to the rest of the network.

developing countries) ensures a steady supply of programmers. Traditional attacks often spread far and wide, quickly being sampled and thwarted by antivirus companies. Tailored attacks, however, fly more nap of the earth and are typically never detected by antivirus/antispyware software. Dickson points out that a network may be compromised for days (even months) before any signs of erroneous behavior attract the attention of IT administrators.

Signature-based scanning is largely ineffective against emerging attacks. Dickson says, "Traditional pattern-based scanning (the de facto standard in virus scanning) relies on known events [that have been

"In traditional testing it takes time for new attacks to find their way into an antivirus product. Since products like iSolation use broad trigger categories [rather than signatures], there is nothing to update; regular updates may appear perhaps twice a year."

There are several issues to consider before moving to an iSolation system. Avinti relies upon dedicated hardware, so you will need to plan on a new server to pair with each email server in the enterprise. This not only offers some physical isolation from the rest of the network but also reduces the processing demands imposed by the simulation and evaluation engines, which can become significant when trying to keep pace with a

busy email server. As a result, it's probably a good idea to contact Avinti and discuss your particular traffic needs to ensure that any iSolation server hardware is sized with an adequate number of processors. Adequate processing resources will also minimize the natural lag that occurs when messages are held and tested in such a virtual environment before being passed to the real network. Such lag can take up to several minutes, depending on the traffic load and the behaviors being tested. Comprehensive reporting features simplify management once testing and installation is complete.

#### **Embrace iSolation**

It's important to note that iSolation does not seek to replace proven antivirus scanning, which is still very effective for detecting and eliminating the many known viruses and variants in the field. Rather, products such as iSolation offer another layer of defense against unknown, targeted, and day zero threats that other technologies do not handle very well.

Of course, a significant challenge for Avinti and its iSolation server technology is to understand the behaviors of emerging attacks and keep the behavior triggers updated. Dickson says that this is especially true for active content, which is particularly dangerous because "they just show up and start running." The next focus is to continually improve the product's scalability and performance, working to test each attachment while minimizing any lag. "Performance improvements are essential. Future releases can allow scaling to thousands of users. Consequently, the product must impose less delay in each email," says Dickson.

#### **What's Next**

#### Looking For Better Lithography

CHIP FABRICATION relies on a process of lithography—literally drawing the lines and circuit elements onto silicon wafers. As chips advance and become more sophisticated, more lines and transistors must be packed into smaller wafer areas. Current lithography technologies are reaching their limits, essentially preventing denser chip fabrication. But academic institutions and chipmakers are investing huge amounts of capital in further lithography research. A new project dubbed the International Venture for Nanolithography, centered at the University at Albany in New York, is expected to receive more than \$500 million in industry and state funds. The seven-year project is intended to research new nanolithography tools with the aid of industry leaders such as AMD, IBM, Micron, and Infineon Technologies. Although there are no specific results planned for this endeavor, such collaborative ventures are increasingly vital in chip fabrication where individual chipmakers are hard pressed to finance new fabrication technologies themselves.

#### Improving Hydrogen Extraction

THE TECHNOLOGY INDUSTRY is focusing on fuel cells for applications ranging from automobile power to laptop power. Hydrogen, the simplest and most plentiful atom in the universe, has become the center of what may eventually emerge as a new energy economy. While the fuel cell process is well understood and the mechanisms for fuel cell reactions are generally straightforward, the hydrogen itself has proven difficult and expensive to create and collect here on Earth. Typical harvesting techniques, such as coal extraction or water electrolysis, have significant disadvantages. Attention is turning toward alternative extraction techniques. One recent development from Signa Chemistry has allowed hydrogen collection through a controlled reaction between sodium and water. Other developments center around microbes that split water when exposed to sunlight. Ultimately, a simple and inexpensive means of hydrogen collection will be essential to future hydrogen power schemes.

#### New Transaction Protection

SECURITY REMAINS a critical issue for IT professionals, and protecting secure systems from attack while mitigating the myriad vulnerabilities often found with OSes and application software has perplexed network managers for years. The Trusted Computing Group has finally released a specification for servers employing a security chip called a Trusted Platform Module. TPMs are not new, and more than 15 million PCs have already shipped with a TPM that can store sensitive information such as digital keys, certificates, and passwords. The recent release of a formal TCG standard, however, now provides a uniform blueprint that PC makers can all use freely to develop interoperable systems. The first servers adhering to the TCG's new standard are expected by late 2005.

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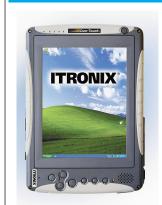
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#### Printer

Page 35

www.Processor.com/TallyGenicom

\$1,999 MSRP



#### Fast, Reliable Workgroup Color Laser Printer

The T8024 color laser printer offers extremely fast, reliable monochrome and color output with its tandem, single-pass technology. At speeds of 26 pages per minute, the T8024 can handle the most demanding workgroup and office requirements. With 1200 x 1200 dpi, the T8024 produces stunningly sharp images and crisp color graphics.



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The PowerPrinter V is a Full Color, Auto-Loading CD/DVD Printer. Robotically loads and prints up to 100 discs, unattended. Uses high-quality HP ink cartridges available at your local office supplies stores. Overall costs are substantially less than printers requiring proprietary cartridges! Because the printer controls the robotics (different from competition), no special robotic driver software is required.



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#### **Printer**

www.Processor.com/Datamax

Starting At \$1,195 (MSRP)



The M-Class offers users a durable, technologically advanced bar code / label (thermal) printer with the design principles that have proven successful in other Datamax printers, in a smaller footprint for use in emerging market applications. The M-Class consists of the M-4206, an entry-level industrial printer, and the M-4208 and M-4306, models with an LCD display and expanded option sets. www.Processor.com/Datamax



4501 Parkway Commerce Blvd. Orlando, FL 32808 Phone: (800) 816-9649 Fax: (407) 578-8377

#### **Printer**

www.Processor.com/Printek

Starting list price \$1095



#### The Printek MtP 400 4" Portable Thermal Printer

A rugged, portable thermal printer, it features a version that is the thinnest in its class. It is ideal for printing labels, receipts, maps, and schematics. With a wide range of media options and versatile mounting or carrying configurations, you'll find the MtP 400 is the perfect mobile printing partner for your needs.



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\$2,825 MSRP for 3860S1000-CA

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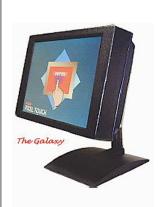
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## Application Development www.Processor.com/Docsoft

## Quick.SVG 2005

Quick.SVG is Computer Graphics Metafile (CGM) to Scalable Vector Graphics (SVG) conversion software. The conversion is clean and allows for custom CGM meta data handling via XSLT. Quick.SVG provides many powerful features and can batch convert hundreds of graphics at a time. Powerful command line capabilities and API provides developers with the tools necessary to bring your legacy graphics up-to-date with the latest technology. Also, using an open standard such as SVG offers many benefits to you and your customers. The software comes with a handy Adobe SVG ViewerTM context menu editor that allows you to create a context menu to apply to all of your converted SVGs during batch processing.



115 East California, Suite 400 Oklahoma City, OK 73104 Phone: (405) 236-2466 Fax: (405) 235-2250

## Application Development www.Processor.com/SCSIToolbox

### **DEVELOPER** *toolbox*

#### \$2495

Over 175 functions allow you to easily work with disk drives, tape drives, libraries, and any other SCSI/FC/ATAPI/SATA peripherals! With more tests and functions being added monthly, the Developer Toolbox is a solid and growing test development tool. In use at major manufacturers and integrators, the Developer Toolbox is the proven way to test peripheral storage devices FAST!



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#### **Application Development**

www.Processor.com/AdventNet



AdventNet QEngine is an extensive, platform independent Test Automation tool used for Web, functional, acceptance, performance, API and regression testing. Supports testing of applications developed using HTML, JSP, PHP, XML, SOAP, WSDL, e-commerce, traditional client/server etc. Tool is developed using Java which facilitates portability and multiple platform support Windows, Linux, and Solaris.



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### **Application Development**

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Say goodbye to tension headaches, achy back muscles, and the pains that appear each time application issues occur. With DataVelocity you can experience: \*The comfort of error free application rollouts \*The ease of bug free code \*The joy of a monitored, stable IT environment \*And the peace of quiet phones after an application upgrade. DataVelocity are database specialists and tension easers. We protect database environments from unforeseen disasters including data corruption, application failures and more. Our purpose is to prevent your environment from suffering any outages, protect the business from any down time and provide you with time to relax and breathe.

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## Sales/Contact Mgmt.

www.Processor.com/OnContact

\$65 per user, per month and you own it



Oncontact's customer relationship management system for mid-market companies houses all the critical business information an organization needs to develop effective sales, marketing & customer service strategies. Oncontact's CRM solution ultimately empowers an organization to build stronger, more profitable relationships with customers and prospects. Suitable for a Windows and/or Web environment.



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Web-Based Help Desk

simple call logging system or

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HelpBox™ provides the

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Time Analysis

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integration LOG

Whether you require a

#### Sales/Contact Mgmt.

www.Processor.com/eXstream

Dialogue for enterprise personalization

#### **Document Creation Software**

Exstream's Dialogue™ software is a next generation enterprise personalization solution that helps businesses around the world connect with their customers through higher quality, fully personalized communications—delivered through print and electronic channels. Dialogue empowers companies in the financial services, insurance, service bureau, telecommunications, and utilities industries to get high-volume critical documents and relevant information to customers up to 60 percent faster, reduce development and delivery costs by as much as 80 per cent, and significantly improve customer retention.



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#### Service Desk

www.Processor.com/Netkeeper



Prices Starting at \$495

NetKeeper lets you give superior customer service and make faster, informed business decisions. NetKeeper manages service and sales to increase productivity and customer satisfaction with integrated tools for automated call entry, Web self service, email, knowledgebase, inventory and reporting. NetKeeper is easy to deploy & to use and requires no programming ability to customize.



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#### **Service Desk**

www.Processor.com/Layton2



#### \$695 Starting Price

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#### **CRM Suite**

www.Processor.com/Tigerpaw





For 20 years, Tigerpaw's award-winning CRM software solutions have helped over 5,000 users increase sales, improve operations, better track inventory, manage contracts, dispatch technicians, and improve customer service. If you want a complete integrated sales and customer service solution, unleash the power of the Tiger now to improve your bottom line.



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#### **Process Automation**

www.Processor.com/TidalSoftware

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Tidal Software Inc is a leading provider of application automation, integration, and management solutions. Tidal provides organizations with products that ensure applications run at peak efficiency and bolster the business value that companies need to be successful.

- Increases productivity by delivering automation across a wider portion of your enterprise
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- Optimizes service and competitive advantage by speeding mission-critical business application processing



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#### **Process Automation**

www.Processor.com/ActiveReasoning

The Intersection of People and Technology - Offering superior visibility into and control of service delivery for complex IT environments

#### The Active Reasoning solutions:

- Report and track activities taken within the infrastructure.
- Guide individual activity and actions according to established policies, ensuring consistency and integrity in IT operations.
- Automate repetitive or labor-intensive operations, freeing valuable IT staff time for higher-value operations.
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Active Reasoning closes the gap between NSM and Service Management solutions, focusing on the human actions that support service delivery.



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#### True Cross-Platform / Multi-Platform Solution

OpCon/xps is a fast flexible way to automate and control a wide range of IT & business processes. It is one efficient tool that does the work of many; reducing IT cost, complexity and risk by dynamically responding to changes in your environment.

SMA's expertise is delivering enterprise automation solutions worldwide. Whether your organization is implementing e-business solutions, integrating ERP applications or improving the automation of new and existing IT environments, OpCon/xps is the proven solution for managing complex workloads within complex systems.

With the flexibility and power of OpCon/xps we can support any application and/or platform. But at SMA, we also support humans allowing your most critical resource to operate more efficiently, more error free and more creatively.



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### **Asset Management**

www.Processor.com/NetSimplicity



\$399 Starting Price

**August 12, 2005** 

Getting a handle on your company's IT assets has never been easier thanks to **Visual Asset Manager**:

- Automatically audit your organization's IT assets
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\$295 Starting Price Got 2 minutes? This is all it takes to start CONTROLLING your asset inventory and licensing with AuditWizard™.

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## **Asset Management**

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Altiris offers Web-enabled solutions that easily manage desktops, notebooks, handhelds and servers. Altiris provides fully integrated systems management solutions for client and mobile, server, and asset management that automate, simplify, and reduce the cost of IT lifecycle management. Download a free 30-day evaluation copy.



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FindIT (Asset Management Software) brings up-to-date IT inventory information to your fingertips anytime, anywhere.

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- assets

   Daily change reports for hardware, software, patches and
- View assets by location, department or project/owner
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Learn more by visiting www.Processor.com/PerfCap



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#### **Financial**

www.Processor.com/Sybase2

Adaptive Server Enterprise (ASE) provides enterprises with a high performance system for data and transaction processing- for the lowest total cost of ownership. Continuing the legacy of business-critical performance and cost-effective computing, ASE 12.5.2 is faster, more efficient, and easier to deploy and maintain.

Sybase ASE is focused on the core factors that affect total cost of ownership-operational requirements, system performance, and application development. Sybase ASE includes built-in self-management tools, wizards to automate routine tasks, advanced XML and Web services support, and real-time message services when used with the Sybase Real-Time Data Services (RTDS) package.



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## **Project Management**

www.Processor.com/KMSciences

infoSavant<sup>™</sup> is a highly flexible, easy to use, locally controlled and integrated Knowledge System. The system facilitates in-process collaboration, knowledge capture, and organization of business intelligence, thereby providing a comprehensive knowledgebase of the project domain. Web and Win32 based.

Knowledge Systems: Topic centric. User taxonomy.

Electronic Library: Organizes files in their native format.

Workflow: Proprietary Active Queue Technology.

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Innovative Language Support: infoSavant can be adapted to any language at your location.



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### **Content Transformation**

www. Processor. com/iAnywhere

M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities. So no matter where end users are, they'll be able to tap into the information, applications and Web services they need to make more effective business decisions, more quickly than ever before. Just as importantly, you can develop, deploy, and maintain mobile Web applications rapidly and with the lowest total cost of ownership (TCO) possible. M-Business Anywhere powers the AvantGo mobile Internet service, with more than 10 million registered subscribers.



One Sybase Drive Dublin, CA 95468 Phone: (800) 801-2069 Fax: (519) 747-4971

## **Content Networking**

www.Processor.com/Stonesoft

#### StoneBeat®



The StoneBeat product line is the market leading software-based high availability and load balancing solution for network security. StoneBeat's award-winning technology maximizes the effectiveness & availability of critical network components, such as 3rd party firewalls, antivirus protection, email/Web content scanning, malicious mobile code protection servers & intrusion detection network sensors.



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## **Network Analysis**

www.Processor.com/WildPackets

WildPackets' Omni<sup>3</sup> is an advanced network fault analysis platform built from the ground up to increase network uptime and IT productivity.

#### Key Benefits

- Key Benefits

   Factor recolution of faults
- Faster resolution of faultsImproved visibility into all parts of the network
- Increased uptime and network performance

## Key FeaturesOmniPeek Console for centralized monitoring and

- troubleshooting
- Distributed Omni<sup>3</sup> engines for packet capture and analysis
- Interfaces include 10/100, 802.11 wireless, full duplex Gigabit, and WAN

For your free eval, visit www.Processor.com/WildPackets



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## **Network Analysis**

www.Processor.com/NI



Develop your automated tests 4X faster with **TestStand3.1** - National Instruments newly released version of award-winning test management software. NI TestStand is a ready-to-run test management environment for automating your test and validation systems. NI TestStand is designed to maximize test-code reuse through built-in language adapters and simplify maintenance by using a modular fully customizable test-system framework.



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## **Network Management**

www.Processor.com/Q1Labs





#### **QRadar Network Anomaly Detection In Real Time**

Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures. Visit www.Processor.com/Q1Labs For More Information



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## **Network Management**

www.Processor.com/AlterPoint



DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:

- Real-time visibility and reporting of device configurations
- Automated compliance and standards management
- Reliable, secure, automated implementation of changes

For More Information, Visit: www.Processor.com/AlterPoint

AlterPoint<sup>®</sup>

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## **Network Management**

www.Processor.com/Voyence



VoyenceControl! is a complete network configuration management solution from design to deployment to reporting. VoyenceControl! improves network security and increases availabilityby preventing errors from being introduced during the design or change process.

VoyenceControl! significantly reduces the time, resources and costs associated with managing complex networks.



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## **Network Management**

www.Processor.com/Tripwire2



Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.



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## **Network Management**

www.Processor.com/AdRem



#### AdRem NetCrunch 3.1

- Visualize the logical & physical topologies of your network
- Monitor the status and performance of network hosts,
- services and applications
   Be the first to know of network problems and correct them
- Validate service levels and plan for network capacity
- Download 30-Day Free Trial at Processor.com/Adrem



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## **Network Management**

www.Processor.com/SolarWinds



The SolarWinds Engineer's Edition Version 8 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools. www.Processor.com/SolarWinds For More!



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## **Network Management**

www.Processor.com/Lumeta

**IPsonar 3.0® enterprise software** consists of several interrelated discovery processes that find routes and routers, hosts, servers, wireless access points, unauthorized connections or hosts, and perimeter leaks.

#### Discovery Processes

- Network DiscoveryServer Discovery
- Leak DiscoveryWireless Discovery

IPsonar uses multiple entry points, or Sensors, within a network to form an "IPsonar Grid" sweeping the far corners of the network for anomalies. These entry points can be moved throughout your network - a portability providing the flexibility needed for managing enterprise networks that are continually being optimized or changing to meet new business mandates.

Flexible term-licensing options starting at \$25,000



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## **Network Management**

www.Processor.com/MetaSolv

MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "evergreen"—continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxley.

- Manage and reduce physical network inventory costs
- Facilitate management of network inventory
- Manage customer and service inventory associations

Visit www.Processor.com/Metasolv For More Info!



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## **BL\_DEWORKS**

**Database & Data Mining** 

www.Processor.com/Infoglide

Bladeworks<sup>TM</sup> (Business Intelligence) software is the only configurable, plug-and-play solution that searches, analyzes, and operates on transactional and historical data in real-time across remote & disparate databases. Bladeworks has the unique ability to discover similarities and non-obvious relationships in data in real-time and apply the results of data analysis to an operational environment.



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## **Database & Data Mining**

www.Processor.com/Archivas

ArC Overview

Network-based archive for fixed-content data

**Storage Management Solution** 

Archivas Cluster (ArC) is a network-based archive management solution that is designed for long-term storage of digital assets. The archive database is distributed and replicated across multiple Linux servers, or nodes. Each node stores data and acts as a portal to access data. Built from industry-standard hardware, ArC's unique architecture enables an installation to scale easily and inexpensively from a small cluster of several server nodes, to many nodes that store hundreds of terabytes of data.



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## **Database & Data Mining**

www.Processor.com/QStar



QStar HSM (Hierarchical Storage Management) has been setting the standard for storage management since its introduction. QStar HSM has continued to evolve to provide even greater performance and data security for the lifeblood of your business. With thousands of installations around the world and supporting a wide range of archival media and platforms, your choice of a solution is now easier to make than ever before.



99 NE Elgin Parkway - Suite 37 Fort Walton Beach, FL 32548 Toll Free: (800) 568-2578 Phone: (850) 243-0900

### **Database & Data Mining**

www.Processor.com/Sybase

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.

Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the column-based structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.



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### **Database & Data Mining**

www.Processor.com/maXware

#### MaXware ExpresSync **Data Synchronization Tool**

MaXware's ExpresSync is a one-to-one data synchronization tool that enables enterprises to easily manage their identity integration requirements. ExpresSync securely moves data between any two repositories or applications - regardless of platform, protocol, type or location. ExpresSync is a low cost, scalable solution designed to meet the critical needs of an organization, improve efficiency and provide a rapid return-on-investment.

The MaXware ExpresSync is one component of MaXware's overall Identity Management offering including Meta Directory, Virtual Directory, Workflow, Provisioning and Password Management.

Starting at \$8,500

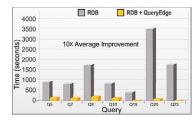


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Freehold, NJ 07728 Fax: (732) 409-0233

#### **Database & Data Mining**

www.Processor.com/RightOrder



RightOrder QueryEdge improves the performance, scalability and flexibility of business-critical applications by orders of magnitude. Based on the patented Index Fabric Technology, QueryEdge enables Global 5000 organizations to increase the performance of Business Intelligence, Data Warehouse and other query-intensive and reporting applications by 10-50x.



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## Document Imaging www.Processor.com/AnyDoc

The amount of information that arrives at your business increases everyday. And while a high percentage is Internet-based, much of it still comes the traditional way via paper documents. AnyDoc Software provides a complete line of automated document and data capture software solutions to eliminate the need for manual data entry from all your paper invoices, forms and documents. Our multiple award-winning OCR for AnyDoc® is the most powerful and flexible data capture solution available. It is currently in use at thousands of businesses worldwide, in virtually every industry, transforming stacks of paper invoices, forms and documents into computer-readable data without any need for data entry operators. With OCR for AnyDoc you will: improve productivity, increase data accuracy, reduce data entry costs, eliminate



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**August 12, 2005** 

wasted resources, and receive a rapid ROI.

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#### **Antispam**

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\$499 50 mailboxes

**\$675** 

\$1,350

CON VON HOR 100 mailboxes 30 Day Free Trial Unlimited

#### GFI MailEssentials for Exchange/SMTP

- Block spam at server level no need to update clients
- Bayesian filtering detects 98% of spam
- Automatic whitelist management keep whitelists current
- Spam quarantine sort spam to users' junk mail folders
- Blacklists scanning stop mail from blacklisted senders • Blocks spam based on message field (Email header)



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## **Antispam**

www.Processor.com/Process



- Web interface for user spam management
- Mulitple antispam filtering technologies are used for high accuracy
- · Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages Starting Price \$17.50 per user for commercial organizations. Volume & Educational discounts available.



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## **Antispam**

www.Processor.com/Sunbelt



iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003

servers. Over 4,000 licenses

have been deployed, making it one of the best-selling antispam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
- Constantly updated spam engine
- Users can manage their own quarantine
- · Customizable treatment of spam

For more information & a 30-day product evaluation, visit: www.Processor.com/Sunbelt



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### **Antispam**

www.Processor.com/Fulcrum

**Email Filtering Service Blocks Spam and Viruses** BEFORE They Reach Your Network

postini 🔗

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee • Easy to add exception rules for designated
- sender/domain • Low per user per month charge (as little as \$3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions. Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

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## **Antispam**

www.Processor.com/TumbleWeed

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

#### What Makes MailGate The Smartest Antispam Choice?

- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings • Tumbleweed is the trusted leader in email security, with
- over 10 years of innovation and over 1100 customers.



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## Email

www.Processor.com/SpinWeb

SuSE Linux Openexchange Server is the modular all-inone communication and collaboration solution that yields savings of up to 63%! More importantly, from day to day you will enjoy the reliable, rapid, and automated coordination of information, documents, appointments, projects, addresses, and resources.

The SpinWeb SuSE Linux Openexchange Server (SLOX) is a self-contained hosted groupware solution that is changing the face of groupware and collaboration. Gone is the need to purchase and maintain expensive hardware for use in-house, the need for a dedicated T1 to host your mail and groupware in-house, and the need for an overworked IT department to keep up with security patches, virus definitions, updates, and system maintenance. Release your IT burdens and let Openexchange, SpinWeb's hosted groupware solution, handle all your groupware needs.



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#### **Email Utility**

www.Processor.com/Sherpa

#### **Automatically Manage Mailboxes, PST Files** and Public Folders

Mail Attender® Enterprise centrally manages content within PST files (network accessible and local), public folders and Exchange mailboxes to save your company time and expense.

Archive documents and attachments to a secure location, perform keyword searches to locate/retrieve information, enforce retention policies that proactively control storage space, address compliance issues and compact PSTs. Management is transparent to end users and can be applied to certain users or groups. Download a FREE TRIAL today and immediately view statistics across your entire enter-

Prices start as low as \$15.00 per user with volume discounts available.



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## **Email Utility**

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\$399 50 mailboxes **\$799** 

250 mailboxes

\$1,499

Unlimited



#### **GFI MailArchiver for Exchange**

- Provide end-users with a single web-based location in which to search all their past email
- Increase performance and ease backup & restoration
- End PST hell by storing email in SQL format & reduce storage requirements by up to 80%
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#### **Email Utility**

www.Processor.com/RedEarth

\$395 for 10 users



Exchange Server and Lotus Notes/Domino offers antispam, antivirus, keyword filtering, attachment blocking, compression, disclaimers, signatures and many more email management features. Policy Patrol includes a powerful rules wizard that allows you to create customized user-based rules by specifying conditions, exceptions and actions.

Policy Patrol Email for



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#### **Email Utility**

www.Processor.com/Stellar



Stellar E-Mail Shuttle™ is the leading industrial strength migration software providing AnyWhere2AnyWhere™ e-mail migration and directory synchronization to and from Microsoft® Exchange, Novell® GroupWise®, Lotus® Notes®/ Domino®, Fisher TAO, Scalix, Oracle® Collaboration Suite, Sun ONE™, HP OpenMail and IMAP4-compliant systems. For a free evaluation, visit www.Processor.com/Stellar



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## **Email Utility**

www.Processor.com/NWTech3

#### AfterMail transforms Email into Enterprise Information AfterMail is a next generation email management solution that addresses current and future email archiving and compliance challenges. AfterMail's approach differs from the other email archiving vendors by:

- · Significantly reducing the size of your Microsoft Exchange mail store by up to 90% • Providing end users with seamless access to their email messages. End users can finally achieve the "endless inbox". • Delivering powerful search capability across both messages and attachments.
- Capturing all email messages and ensuring a definitive record of all communication. • Efficiently storing all email messages and attachments - AfterMail only stores a single copy of every email and every attachment. • Providing access to archived email even when the mail server is down - ensuring no impact to productivity.



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### **Instant Messaging**

www.Processor.com/PangeanTech

insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:

- •Instant Message (IM) Presence
- Numberless Dialing (Paging)
- Intercom
- Voice recording Dynamic conferencing
- Conferencing Push to talk

The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.



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#### Mobile CRM

www.Processor.com/VoiceAutomation

#### **Packaged Speech Application**

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with Voice Automation for Microsoft Exchange. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.



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#### Mobile CRM

www.Processor.com/Air2Web



Air2Web's 2CRM is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they

For more info, visit: Processor.com/Air2Web



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## Mobile System Management www.Processor.com/Ecutel



## Tool Categories Exchange Servers Server States

Queues Logged On Users Mailboxes Public Folders Computer Tools

Infrastructure Command and Control (IC2) is a remote enterprise management solution that enables IT professionals to securely manage all network elements remotely using a handheld device or a Web browser. With IC2's unique shortcuts feature, complex IT tasks can be simplified into one-click operations and executed from anywhere.

www.Processor.com/Ecutel



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## **Operating System**

www.Processor.com/CQA

Software comes in many flavors on the iSeries, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On iSeries, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS  $^{\!\scriptscriptstyle\mathsf{TM}}\!,$  the next generation of OS/400 operating system, is available now.



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#### Access Control

www.Processor.com/Still

Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are upto-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.

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#### Access Control

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#### **User ID Management Solution**

AccountCourier®, Courion's automated account provisioning and user ID management solution, enables authorized individuals to instantly grant, revoke, or modify account access on any operating system, application, or Web portal without manual intervention.

#### AccountCourier provides:

- Clear and measurable benefits for your company's IT department, HR managers, business managers, employees, business partners, and customers.
- Best-in-class account provisioning features for maximum security, efficiency, productivity, cost-savings, and ROI.
- Flexible technology that integrates with and leverages your existing identity stores, service desk applications, messaging systems, and IT systems.



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#### Access Control

www.Processor.com/PassGo

#### Single Sign On, Flexible Password Management

SSO Plus is an easy-to-use, flexible password management product. It provides the user with the ability to access all applications on their desktop using a single user ID and password. After the user has logged onto their PC, they can access password-protected applications on their desktop without the need to enter any further credentials. SSO Plus learns the logon credentials of each application started on the user's desktop. When the application is next started, SSO Plus will automatically enter the required logon credentials. There is no need for users to write down the logon credentials for each application; no need for password synchronization, and it encourages the use of strong passwords.

Visit www.Processor.com/PassGo For More Information!



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#### **Access Control**

www.Processor.com/RoboForm

#### RoboForm 6.0

Imagine an online world where you no longer have to remember various usernames & passwords for the dozens of sites that you visit. The new RoboForm 6.0 password management & form filling tool memorizes online passwords, automatically logs users onto Web sites, generates random secure passwords and fills out long registration forms with one click. This latest version allows users to take their "identity" - password details wherever they travel on a USB key, along with a PDA



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#### Access Control www.Processor.com/Entrust

**Entrust** TruePass\*



You can't choose your users: however, you can choose their method of authentication. Entrust TruePass delivers strong authentication for the Web that is easy to use increasing security and reducing help-desk calls to a minimum. It is easy to deploy and allows users maximum mobility to access sensitive applications from any location through only a browser. www.Processor.com/Entrust



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#### Access Control

www.Processor.com/360DegreeWeb



#### Access Control, Privacy and Convenience

- Strong Anti-Hacking Protection
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- Password Vault for Web sites
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www.360degreeweb.com

**Antispyware** www.Processor.com/Webroot



The spyware threat is escalating in the corporate environment. Webroot Spy Sweeper Enterprise is an award-winning, comprehensive spyware solution for corporations that actively protects against all types of spyware, adware, Trojan horses, system monitors and other potentially unwanted programs. Please visit our Web page for additional information about our Internet privacy products.

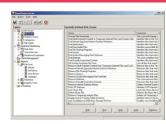


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## **Antispyware**

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Use DynaComm i:scan to remove spyware and adware, eliminate malware infections, even lock down systems and manage the use of USB mass storage devices through distributed scanning and real-time monitors. Designed to provide protection across the largest network, all managed from a central console.

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Today, your protection from viruses, worms, and Trojan horses is a fundamental security mandate. Virus protection must be comprehensive - at the firewall, email gateway, network server, and desktop workstation. True North Solutions' leading antivirus technology partners offer the industry's best-of-breed solutions to provide protection from the gateway to the desktop. True North's experts will help you assess your current virus exposure, maximize utilization of what you currently have deployed, and configure the right solution to provide you maximum protection. Contact True North Solutions today and learn how we can help you secure your network.



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#### Content Filter

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Websense, Inc. enables organizations to manage employee Internet use through multilayered Web filtering and security solutions. This employee-centric approach protects organizations from new and emerging threats such as spyware, phishing and malicious mobile code, and complements traditional security solutions. Websense award-winning and industryleading filtering solutions help organizations manage how employees use the Web.

- Manage employee Internet access
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- Prevent spyware and malicious mobilecode
- · Block peer-to-peer (P2P) file sharing



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#### **Database Security**

www.Processor.com/WizSoft

WizRule® automatically reveals all the rules governing the data and points out cases that deviate from the discovered rules as suspected errors. The rules can be if-then statements, mathematical formulas or spelling regularities. WizRule detects symptoms of fraud in the data, exposes suspicious exceptions and discovers relations among data fields.

#### **Features and Benefits**

- · Reports the rules, and the cases deviating from the norm.
- · Displays the contents of the deviated cases.
- Reveals and lists spelling errors in names and values
- · Reads dbf, MS Access, MS SQL, Oracle, ASCII files and any ODBC compliant database

**Event Correlation** 

www.Processor.com/NetMon2

NetMonSecure™ is the first real-time event correlation

technology to merge network security and network

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• Automated real-time drill-down forensic analysis without

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## Database Security

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Audit Suite provides a powerful, non-intrusive, data-security solution for corporate databases with a 24x7x365 audit-trail of all SQL requests. This ensures accountability and deters eaves-

dropping by trusted insiders.

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- Comprehensive database and platform support • Comprehensive metrics including SQL query
- Comprehensive server, display & search filters
- · Data analysis, correlation and custom reporting
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**Event Correlation** 

www.Processor.com/Lancope

StealthWatch + Therminator

**Network Activity Analyzer** 

Lancope's StealthWatch+Therminator is the thermodynam-

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ic, behavior-based threat detection and network intelli-

and patternless detection of known/unknown attacks.



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#### Event Correlation

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\$795 per every 10 hosts



## **System Event Log Analysis**

- Agentless centralized analysis and reporting
- Compliance reporting--HIPAA, GLBA, Sarbanes-Oxley
- Real-time alerting and automatic notification



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## **Centralized Windows, UNIX and Linux**

- · Host grouping for event prioritization and reporting
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#### Event Correlation

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LogCaster



Meet security, auditing & compliance requirements for SOX. GLBA, HIPAA and other regulations with RippleTech's LogCaster. Try a free 30-day evaluation and let our experts guide you through the install and 'best practice' configurations to ensure the results that you require.

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Blue Lance's multiplatform network auditing and monitoring software assures the integrity of files containing financial data for principal executive officers at publicly traded companies.

LT Auditor+ records all network activities from the operating system level, creating detailed, secure audit logs.

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Firewall Application

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ServerMask modifies your Web server's "fingerprint" by

removing unnecessary HTTP response data, modifying

can confuse hackers, making it more likely they try the

firewall or intrusion detection system.

wrong exploits first -- and are more easily identified by a

cookie values, and adjusting other response information to

obscure the identity of your server. Successful obfuscation

#### Event Correlation

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When it comes to screening for fraud.... who can you trust?

If your company conducts a high volume of customer transactions and you're looking for ways to minimize fraud and bad debt, Lightbridge is the name you can trust. We've screened hundreds of millions of customer applications since 1989, helping our clients avoid billions of dollars in fraud. Lightbridge fraud screening tools are part of the most comprehensive suite of automated fraud and risk management solutions available. Our automated processes determine the validity and risk profile of each new applicant before they become a customer. Lightbridge and integrated third party products deliver proven results for:

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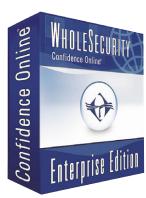
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## **IDS/IPS**

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#### IDS/IPS

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AppRadar for Microsoft SQL Server is a host-based, datbase intrusion protection system empowering enterprises to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.

- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users
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to a large number of computers using different

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Can be installed using a variety of popular "network

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This award-winning, scalable mobile security and management software platform enables organizations to easily secure and manage disparate mobile and wireless devices from a single management console. With CMG, companies can cost-effectively support a mobile workforce and improve employee productivity while guarding against the financial loss, legal liability, regulatory compliance issues and/or significant brand damage associated with the loss or theft of mobile data.

CREDANT Technologies is the market leader in providing software enabling organizations to control security enterprise-wide for mobile and wireless users. CREDANT makes it safe for organizations to use notebooks, tablets, PDAs and smartphones to increase employee productivity.



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Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.



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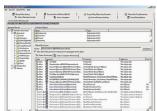


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Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.

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## **VPN Application**

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The Inter-Business Vault™ enables the creation of secure instant wide area networks (WANs) for connecting enterprises with partners, customers and sub-contractors over the Internet enabling them to exchange information as if they have deployed a shared WAN, but without actually doing so. Cyber-Ark's leading Vaulting applications include Treasury Management Vault, CAD/CAM Vault, and Source Code Vault.



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### **VPN Application**

www.Processor.com/OvisGate

OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely.

OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.



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### **Vulnerability Management**

www.Processor.com/Intrusec

#### Intrusec Exposé - Change Management Software

You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.

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- When a change is detected, Exposé works with your existing vulnerability scanners.
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### **Vulnerability Management**

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Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.



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## Vulnerabiltiy Management

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#### **Audit and Compliance**

SecurityExpressions enables you to audit and remediate desktops and servers for operating system configuration settings, application configuration settings, unauthorized hardware/software, industry-known vulnerabilities, software patches and other advanced settings, such as system utilization and user account activity. The solution can audit against home grown or customized best practices system security policies such as those published by Microsoft, IBM, SANS, and NIST. SecurityExpressions offers both an agent-based and an agentless approach to system audit and compliance, meeting the needs of any environment.

List Price: \$795 per server and \$29 per desktop



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#### Vulnerability Management

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Allegent Technology Group dramatically improves and sustains enterprise security by providing integrated threat management software that automatically detects and responds to vulnerabilities before they result in breaches and outages.

SolventView™, employed to protect networks at the 2004 Summer Olympics, is the industry's leading Integrated Security Management Platform (ISM). Through an open distributed architecture, SolventView™ integrates and evaluates data from all relevant network assets to proactively protect networks in real-time. SolventView™ integrates seamlessly with legacy systems and third-party products, and includes and centrally manages all security functions, such as VA, IDS, Policies, Rules, Asset Discovery, Forensics, and Compliance Enforcement.



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#### **Backup Application**

www.Processor.com/Veritas

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VER-ITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.



350 Ellis Street Mountain View, CA 94043 Phone: (800) 327-2232 Fax: (650) 527-2908

## **Backup Application**

www.Processor.com/BetaSystems

#### **Harbor NSM Product Suite**

If you're like many companies today, your infrastructure has become increasingly complex while the growth in corporate data continues to explode.

Harbor NSM backup and recovery solution from Beta Systems not only backs up your ever-increasing amounts of vital data and provides the fastest recovery time on the market, it also works within your existing infrastructure, regardless of its complexity.

Harbor NSM provides high-performance network and SAN-based backup with fast, reliable data recovery.

- Scalable
- Manageable

Flexible

More Complete Info At: www.Processor.com/BetaSystems



6411 Ivy Lane, Suite 610 Toll Free: (800) 475-1168 Greenbelt, MD 20770 Fax: (301) 486-4602

## **Backup Application**

www.Processor.com/21stCentury

#### **Not Just Another Backup Utility!**

VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32,

Learn more by visiting www.Processor.com/21stCentury



940 W. Valley Rd., Ste. 1604 Wayne, PA 19087 Phone: (610) 971-9946 Fax: (610) 964-9072

### **Backup Application**

www.Processor.com/Dantz



New EMC Dantz Retrospect 7 for Windows makes speed & ease of use a backup reality. Now you can perform fast, automated backups to disk, stream data to tape for offsite storage & keep disk copies onsite for quick restores. Just a few clicks will have you up & running. Ease of use, unparalleled restore accuracy & complete protection for servers, desktops & notebooks are why thousands of businesses rely on Retrospect.



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## **Backup Application**

www.Processor.com/LXI

#### Backup, Recovery & Media Management

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:

- Read and write standard label and non-label tapes
- Track and protect every tape used
- · Manage virtually unlimited number of tape devices, including virtual and real automated tape libraries
- Implement regulatory compliant offsite vault mgt. program
- Monitor all backup activity from a single console

Learn more information at www.Processor.com/LXI

\$10,700 Starting Price



1925 W. John Carpenter Frwy. Irving, TX 75063 Phone: (800) 226-6526 Fax: (214) 260-9019

## **Backup Application**

www.Processor.com/Evault

EVault Online Backup & Recovery Solutions protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.

- Enjoy reliable and encrypted data transfer to an off-site
- storage vault, with 100% data confidentiality guaranteed · Centralize and automate your backup and recovery process
- Reliable and immediate restoration of lost or deleted files
- Lower data backup costs by leveraging existing infrastructure
- Automate for regulatory compliance



6121 Hollis Street Emeryville, CA 94608 Phone: (877) 382-8581 Fax: (510) 903-7200

## **Backup Application**

www.Processor.com/312inc

312's flagship product Bit Vault provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, Bit Vault allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at www.312inc.com

#### Bit Vault features:

- · Installation & setup wizard
- · Protects files or folders
- Easy scheduler for continuous, effortless backup • Simultaneous backups to multiple off-site peers
- · Peers cannot see, modify or infect your data · Securely encrypts and compresses the data
- No monthly web storage fees!



3251 Progress Dr. Orlando, FL 32826 Phone: (321)-235-1333 Fax: (407) 207-7348

## **Backup Application**

www.Processor.com/Ceelox



Devu Pro Server Edition provides a unique combination of data security, data privacy capabilities and biometrics in one, while maintaining business continuity. From the small startup to the largest corporate environment, Devu Pro Server Edition provides everyone from the desktop user to the systems administrator peace of mind, knowing all important and pertinent information is being synchronized and secured while the user works at the desktop.



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Web-based media tracking system

#### **Track Media**

American Eagle's WEBSCAN

**Backup Utility** www.Processor.com/AES

- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault
- Regardless of media type

#### **Inventory**

- Media in Tape Library
- Media at the Offsite Vault

#### **Web-Based Advantages**

- Access information from anywhere anytime
- No corrupt database issues
- Backups done at the server level

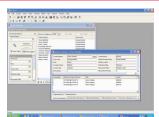


30 Corporate Drive Phone: (631) 207-4400 Fax: (631) 207-4407

## **Backup Utility**

www.Processor.com/B&L





Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.



220 Reservoir Street, Suite 15 Needham, MA 02494 Phone: (781) 444-1404 Fax: (781) 444-5805

## **Data Replication**

www.Processor.com/Constant

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.

As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.



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Hopkins, MN 55343 Fax: (952) 933-2551

**August 12, 2005** 

## **Storage Resource Mgmt.**

www.Processor.com/CreekPath

The CreekPath Suite provides integrated Storage Operations Management—you can readily discover what you have, see how it is performing, visualize the storage environment, and identify resources and opportunities for optimization. You can automate reporting to stay up to date on the health of your storage environment, and accurately plan for future demands. The CreekPath Suite also has management capabilities that let you resolve problems and automate workflow according to policies, sharing a common workflow and a policy engine that automates processes while tightly integrating Storage OperationsManagement (SOM) for maximum efficiency.

The CreekPath Information Portal is web-based and simple to use, and it can be accessed from anywhere in the network.



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### **Storage Resource Mgmt.**

www.Processor.com/NTP

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

- Full support of Windows 2003
- Full HIPAA compliance
- Increased Security
- Installs without a reboot
- Network Appliance Functionality



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## Storage Resource Mgmt.

www.Processor.com/Nstor

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.

- Easy to use, centralized management
- Flexibile and customizable
- Intuitive administration
- Auto detection minimizes setup
- Alert notification via SNMP or email
- Continuous uptime
- Remote management
- Advanced features: Virtualized LUN, Environment Capture, Statistical Reporting



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## **Storage Resource Mgmt.**

www.Processor.com/DataCore2

SANmelody™ software converts PC servers into costeffective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.



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## **Storage Resource Mgmt.**

www.Processor.com/CaminoSoft

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability. \*Call for a price quote.

- Installs easily and quickly with no required production server downtime
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- Provides seamless access to files---user directories remain unchanged
- · Dramatically reduces the amount of time needed for backup/recovery



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## Storage Utility

www.Processor.com/SCSIToolbox

## **SCSI**toolbox<sup>™</sup>

#### \$4495

The SCSItoolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSItoolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.



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#### **Storage Utility**

www.Processor.com/StringBean



WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective

network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing networkwide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.



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## **Baseline & Audit**

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**ECM** 

Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See

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Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.



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### **Cluster Management**

www.Processor.com/Veritas3

VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.



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## **HVAC** Management

www.Processor.com/InnovativeResearch



TileFlow is a software package for modeling airflow distribution in raised-floor data centers. It enables you to evaluate different layouts, consider the effects of reconfiguration of air-handling units and perforated tiles, explore the effect of under-floor blockages, and predict failure scenarios. TileFlow eliminates the expensive and tedious trial-and-error process to achieve the desired distribution of cooling air.



Innovative Research, Inc. A Computational Fluid Dynamics Company

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Plymouth, MN 55447 Fax: (763) 519-0239

## **Patch Management**

www.Processor.com/iPass

iPass Endpoint Policy Management Service

- Continuous, automated assessment. iPass inventories security assets on the PC and runs a security assessment before allowing an Internet connection.
- Automated remediation. After assessing the device, iPass automatically remediates OS patches and antivirus definition files based on your policies and priority levels.
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## **Patch Management**

www.Processor.com/Shavlik

Monitoring

www.Processor.com/Veritas2

VERITAS i<sup>3™</sup> is an integrated software solution that pro-

vides a methodology for rapidly improving application per-

formance. Correlates the application flow across the multi-

tiered IT infrastructure by continuously monitoring all tech-

Identify the problem with VERITAS Insight™-collects

detailed performance metrics from underlying technologies

contributing to response time to provide deep visibility into

Notify the user with VERITAS Inform™-delivers key per-

formance information collected by Insight & Indepth in the

Correct the problem with VERITAS Indepth™-measures

the real end user response time of multi-tiered applications.

Provides specific performance metrics for SAP, Oracle,

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form of historical reports and exception to service alerts.

nologies that contribute to response time.

complex performance bottleneck issues.



The industry standard for automated security patch management, Shavlik HFNetChkPro™ is the fastest, easiest, most logical way to secure your network. Start patching in just 30 minutes to ensure that your systems are fully protected.

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A comprehensive service level management solution for monitoring & managing the service levels of business-critical Java & Microsoft.NET based web applications and services

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- · Real-time application monitoring for abnormal termination
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## Monitoring

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ipMonitor is a secure, real-time network monitoring solution that will proactively Monitor, Alert and Recover your critical applications, servers and infrastructure equipment. Feature rich and affordable - ipMonitor's proven agentless architecture and comprehensive feature set delivers unparalleled reliability, ease-of-use and low cost of ownership.

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**Monitoring** 

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Server Monitoring, Notification, and Analysis Software for Web Sites and IP Devices. Ensure availability and uptime through instant notification and alerts. Analyze historical data for trends and visualize current state with real-time charting and detailed reports.

## XGIamation<mark>Soft</mark>

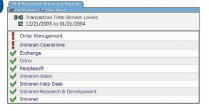
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### Monitoring

www.Processor.com/NetQoS

\$34,500 Starting Price



NetQoS' SuperAgent is the most complete application performance solution available today, from reports to measure SLA compliance for the CIO to detailed problem solving analysis for network engineers. SuperAgent monitors and analyzes end-to-end performance based on real user traffic, measuring all transactions from all users. No synthetic transactions, no agents on desktops or servers.



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#### Monitoring

www.Processor.com/TeamQuest

#### TeamQuest® Software Solutions

- Data center performance management and capacity planning for proactive IT optimization.
- TeamQuest helps simplify performance management and capacity planning issues.

#### Our software solutions help users:

- Consolidate servers while maintaining peak performance
- · Satisfy service levels at minimum cost
- Predict capacity requirements to meet business demands
- Accurately provision
- Plan system expansion
- Identify underutilized resources for redeployment • Detect bottlenecks and determine the cause
- Manage application performance



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#### **PC Remote Control and Desktop Management**

- System Automation automate regular tasks such as file uploads and downloads
- Help Desk use the remote control to provide instant and cost-effective support
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NetworkStreaming enables you to support your end users through remote control, on-demand through any firewall! In no time, NetworkStreaming installs, connects, and brings your end user's problems to your desktop from anywhere. Some key features include: unassisted reboot/auto-reconnect, simultaneous multi-system control, file transfer & realtime chat. Free Demo: processor.com/networkstreaming



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## **Scheduling Application**

www.Processor.com/Isuru

On-Time Operator scheduling software automatically runs a computer program, such as .exe, .bat, music files, etc at pre-determined intervals (e.g. every 20 minutes) or at a given time of the day. It also does a lot more, with built in, easy to use GUI driven utilities supplied to:

- · Perform unattended backups
- Dial up an ISP for an Internet connection
- File/Folder split/merge, compare & report
- Transfer files across networks & nodes
- Trigger a secondary .exe based on name of a file dropped into a folder

Extensive query-enabled logs are maintained for debugging, and testers find the log invaluable for testing and benchmarking computer hardware and software. For trial copy go to www.Processor.com/Isuru



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#### **Systems Management Suite**

www.Processor.com/PerformancelT

\$10,000 Starting Price



ProIT is an easy-to-use, rapidly deployed software solution. ProIT enables IT administrators and engineers to work together to monitor and manage all system resources from a single place, eliminating the need for multiple, expensiveto-maintain software tools, while providing a total enterprise view for detection, diagnostics and problem resolution. Download a FREE TRIAL at Processor.com/PerformanceIT

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Aperture VISTA is an enterprise software solution that reduces operational risk and improves efficiency through the visual management of the data center. Finally, a solution that delivers the key processes that enable organizations to take control of an increasingly complex physical environment, including equipment, space, power, environmentals, network and storage.

Our customers achieve substantial improvements in the quality, reliability & cost effectiveness of their infrastructure planning, design, provisioning, troubleshooting & analysis. If you're looking to implement best practices, automate manual processes, and consolidate and standardize the processes and information associated within your physical infrastructure, contact us today for more information!

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- Maximize System uptime
- Lower support costs
- Empower Admins & Techs
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Advanced troubleshooting, repair flow charts & advanced diagnostics are just the start...



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## Systems Management Suite www.Processor.com/BladeLogic

BladeLogic Operations Manager™ is a suite of enterprise-class data center automation solutions that enables organizations of any size to provision, configure, and manage large-scale distributed server environments more effeciently. Using BladeLogic Operations Manager, Global 2000 and other leading companies such as Chicago Mercantile Exchange, HSBC, priceline.com, SunGuard, Time Warner Cable, and Wal-Mart.com have been able to:

- Cut 40% off operating costs
- Increase service responsiveness by 300%
- Drastically reduce security vulnerabilities
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## Systems Management Suite www.Processor.com/Verifichi

ITVERIFY

ITVerify®, offered by Verifichi, equips IT decision makers with a centralized view of all system, network and application

information, enabling simplified management and reduced costs of the underlying IT infrastructure. ITVerify is a complete product suite developed for change detection, performance analysis and improvement, configuration control and asset tracking, and consolidation analysis. Its telemetry engine collects data from any heterogeneous source within the infrastructure and creates a data warehouse that verifies all components within a client enterprise. ITVerify also provides the governance required to meet many of today's regulatory requirements. It allows managers to make precise, informed decisions that simplify complexity, reduce costs and enable the alignment of the infrastructure with its business goals.



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#### Terminal Services

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PowerTerm WebConnect provides secure local and remote access to Windows applications running on Windows Terminal Server 2000, 2003, and 2003 x64. In addition to Windows connectivity, PowerTerm WebConnect provides access to legacy applications running on a wide range of hosts including IBM Mainframe, IBM AS/400, OpenVMS, UNIX, Linux, Tandem, HP-3000 and more - supporting over 30 terminal emulation types. PowerTerm WebConnect extends Microsoft Windows Terminal Server with features including Full 64-bit support, Application Publishing, true Seamless Windows applications through a single RDP session, Load Balancing, SSL Gateway, Active Directory integration, Remote Desktop support, Centralized Administration and more. For more information visit, www.Processor.com/Ericom2



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#### Terminal Services

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Using the latest technologies, transform terminal emulation into centrally managed solutions that lower total cost of ownership and provide a fast ROI. Attachmate® emulation solutions provide flexible access to legacy information and applications housed on IBM and Unisys mainframes, AS/400, UNIX/VMS, and Tandem host systems.

EXTRA!® Mainframe Server Edition delivers productivityfocused, 3270, 5250, and VT emulation that can be centrally and securely managed from anywhere on the network, including the mainframe. EXTRA! software provides essential security features to protect enterprise hosts, including full support for Microsoft® Windows XP SP2. The EXTRA! X-treme™ component increases employee productivity by lending Microsoft Office functionality to legacy applications with features such as Spell-check, Auto Expand, and Auto Complete.

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## Terminal Services

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#### **Powerful Terminal Emulator and Telnet/SSH Client**

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## **Terminal Services**

www.Processor.com/triCerat



triCerat provides software that simplifies the operation of the on-demand enterprise. The firm's Simplify applications overcome common, well-documented functionality gaps in the Terminal Server OS, giving customers a proactive mechanism for ensuring quality of service - this is Day Zero™ Protection. Licensed by over 2,500 organizations worldwide, the Simplify Suite creates significant ROI.



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TScale provides improved application performance and reliability while increasing the capacity of your servers by up to 40%

Get it all in a single, cost effective solution! TScale applies the appropriate combination of optimization techniques to prevent rogue applications from spiking the CPU for better user satisfaction, while reducing virtual memory for increased server capacity to reduce costs.

Key benefits include:

- Up to 40% or more users per server!
- Improved system and application response times!
- · No more freezes, hangs and sluggishness due to runaway and rogue applications!

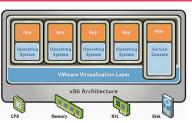
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#### Virtualization

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#### **IBM / VMware Virtualization**

Mark III Systems provides enterprise-class server virtualization for consolidation and disaster recovery by combining the power and scalability of IBM xSeries servers with VMware ESX and VirtualCenter.

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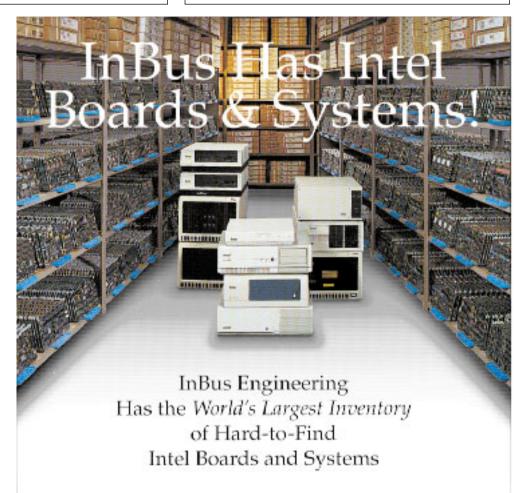
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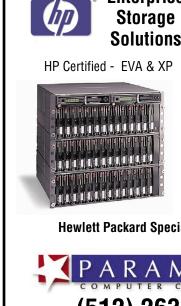






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